

Request for Decision (R.F.D.) February 2012

R.F.D. # 2012-001
Revision Date: 10/01/2012
Subject Title: Policy for Accessibility for Ontarians with Disabilities Act
Submitted by (name of person authoring RFD form) Matthew Greenwood, Manager of Club Development on 10/01/2012
Organization Submitting RFD: Organizational Development Department
Programme Area: Organizational Development
Secondary Programme Area(s): Human Resources
Present Situation:

The Provincial Ministry of Community and Social Services introduced the Accessibility for Ontarians with Disabilities Act in 2005. It is to be phased in, with the first phase being Customer Service Standards. (The subsequent phases will be introduced through until 2025). Customer Service Standards requires the introduction (for any organization offering services and with 1 or more employees) of:

1. A Policy on Customer Service Standards
2. The introduction of procedures related to the aforementioned Policy
3. Training of Staff

The Policy has been developed through guidance from a Ministry template and in consultation with OSA Human Resource consultants.

Training for OSA Staff can be completed online through a Ministry Workshop and at no cost. Procedures relating to the Office and the built environment have been developed from Ministry templates.

Specific Decision Requested:
To approve the attached AODA Policy:

Policy for [Accessibility for Ontarians with Disabilities Act](#)

In accordance with [Policy 5.7](#) of the "Development And Approval Of Policies And Procedures", the Board is being requested to approve this RFD at one Board meeting (ie., the Concept approval and also the Final approval).

As the policies contained in this RFD are time sensitive policies, these policies shall go into effect on March 26, 2012.

Budget Requirements (Change if any): This year: **\$0.00**
Availability of Funds if not included in this year's budget: n/a

Advantages: **Compliance**

Possible Objections: **Not Applicable**

Alternatives:

Attachments: **[Policy for Accessibility for Ontarians with Disabilities Act](#)**

Decision **Approved**

Date **26 - February - 2012**
