

Resources

Provincial

Directory for Accessibility
www.accessibilitydirectory.ca
Provincial directory of resources,
companies, products and services

Accessibility Ontario
www.mcass.gov.on.ca
Ministry of Community and Social Services

Ontario BIA Association
www.toronto-bia.com
A guide for small business

Canadian National Institute for the Blind
(CNIB)
www.cnib.ca
Helpful information and resources

Canadian Hearing Society
www.chs.ca
Information and resources

Local

Township of Smith-Ennismore-Lakefield
<http://www.smithennismorelakefield.on.ca/>

County of Peterborough
www.county.peterborough.on.ca

City of Peterborough
www.peterborough.ca/caac/



Kevin M. Duguay
Community Planning
and Consulting Inc.



Kevin M. Duguay
Community Planning and
Consulting Inc.
Phone: (705) 749-6710
Cell : (705) 931-0975
Email : kevin@kmdplanning.com
Web : www.kmdplanning.com

Making Business Accessible

Practical Accessible Solutions



www.kmdplanning.com

Overview

The Province through the Accessibility for Ontarians With Disabilities Act (2005) has embarked upon an ambitious objective to achieve a "barrier-free" province by 2025.

Progress is underway towards the realization of this objective in areas of:

- Customer Service
- Transportation
- Employment
- Built-form
- Public Awareness, Education

The legislation extends beyond local government and now municipal buildings and facilities. It embraces all components of our province and its communities, including retail and business.

Designated parking spaces, accessible washrooms, alternate format menus, TTY's, modified reception counter, and elevators are examples of how businesses are making strides towards accommodating persons with disabilities.



The following are helpful tips you can use to help make you business accessible to all customers.

Possible Access Solutions

Parking	Establish proper designated parking space(s) near accessible entrance.
Passenger Drop Off	Ensure barrier free path-of-travel to accessible entrance.
Walkways	1.5 metre wide path-of-travel connection to parking and accessible entrance.
Main Entrance	Make use of accessible stairs or ramps modifications. Power assist doors or equipment.
Signs	Bold colour contrast. Use of upper-lower case font, and symbols wherever possible.
Lobby Area & Reception	Path-of-travel, modified counter height to allow for wheelchair use.
Display Aisles	Adequate space between aisles. Shelf height. Signage.
Seating	Leave enough room for wheelchair or scooter path-of-travel.
Washroom	1 metre wide doorway opening. Adequate and safe turning movements. Hands-free accessories.
Website	Keep information simple and use accessible fonts.