



THE CORPORATION OF THE TOWN OF COBOURG

LEGISLATIVE SERVICES DEPARTMENT
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The Town of Cobourg is working to create more accessibility in the Town by highlighting some of the key features of the Accessibility for Ontarians with Disabilities Act (AODA). There are five (5) standards under the AODA and this information will focus on the requirements of all businesses.

The AODA outlines requirements for businesses with regards to Employment, Built Environment, Information and Communications, and Customer Service.

Under the AODA, every employer must have information surrounding:

- Training,
- An Accessibility Policy,
- An Accessibility Plan, and;
- Self-Service Kiosks.

AODA **training** is required if you are a paid worker, a volunteer, or a new worker. You need to take AODA training if you:

- Provide goods, services, or facilities on behalf of your organization,
- Develop an organization's policies (for example, a board member),
- Make changes to your organization's accessibility policies, and/or;
- Are an existing worker and start a new position.

All organizations have to keep track of their workers' training records, which must include the name of the worker and date of completion.

An Accessibility Policy guides an organization's practices for providing goods, services, and facilities to people with disabilities. It also helps an organization achieve its accessibility goals.

An Accessibility Plan works with the policy. The plan outlines what steps an organization will take to prevent and remove barriers that people with disabilities face when interacting with that organization, and when it will implement each step.

Organizations must also publish annual status reports. In addition, they must review and update their plans at least every five years.

Self-Service Kiosks must be made accessible so that people living with a disability are able to use them independently.

If you have any questions at all, please don't hesitate to contact our Accessibility Coordinator:

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