



Accessibility for Ontarians with Disabilities Act (AODA), 2005

Consider this...

- About 1.85 million people in Ontario have a disability – that is one in seven people
- Over the next 20 years as people grow older, the number of people with a disability will rise to one in five Ontarians

In thinking about those statistics, making Ontario accessible will benefit all of us. It is therefore no surprise then that Ontario put forth legislation, namely the Accessibility for Ontarians with Disabilities Act (AODA), to help us reach a goal of having an accessible society for all Ontarians.

What is the Accessibility for Ontarians with Disabilities Act (AODA)?

The Accessibility for Ontarians with Disabilities Act, 2005 is legislation designed to make Ontario barrier-free to people with disabilities by 2025. Businesses and organizations who provide goods and services to people in Ontario will have to meet certain accessibility standards in five areas: customer service, employment, information and communications, transportation and built environment.

Private sector organizations, such as HP, need to be compliant with the Customer Service Standard, the first standard in effect under AODA, by January 1, 2012. HP will comply with all requirements set out for the other remaining standards under the Act as they become law and according to the timelines established by the Act.

Additional Context

The Ontario Government has put forth this legislation to have an accessible society for all Ontarians taking into account the following:

- **It is good for our business**
 - ✓ According to a Royal Bank estimate, Canadians with disabilities account for an estimated \$25B a year in consumer spending.

- ✓ Every person with a disability influences the spending decision of another 12 to 15 Canadians. By making business open to people with disabilities, any business can tap into this growing market that has significant spending power.

➤ **The population is aging**

- ✓ Boomers represent 40% of the income share in Ontario.
- ✓ Seniors will account for a larger share of the population than children aged 0-14 by 2017.
- ✓ Senior population aged 65+ projected to more than double from 1.7 million to 4.1 million by 2036.

➤ **It is the right thing to do**

- ✓ People with disabilities should have the same kind of opportunities as anyone else. They should be able to do the things that most of us take for granted — going to work or school, shopping, taking in a movie or going out for a meal without facing barriers.

As follows are some links you will find helpful as they relate to understanding more about AODA and the related standards:

[Accessibility for Ontarians with Disabilities Act \(AODA\)](#)

[AccessON – Ontario Government Website for information about AODA](#)

[Customer Service Standard](#)

[Accessibility Standards for Transportation](#)

[Accessibility Standard for Employment](#)

[Accessibility Standard for Information and Communications](#)

[Accessibility Standard for the Built Environment](#)