COUNT
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Removing Barriers to Political Participation

Accessible Campaign Information and Communication

Braille

Large Print

CC

 Ontario

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People with Disabilities are Voters

There has been steady progress and many positive changes to the election process in Ontario to help ensure that people with disabilities are able to vote. Yet, key barriers remain that prevent the full and equal political participation of all people in Ontario **before** they go to the polls.

At present, a lack of opportunity exists for people with disabilities to interact with the candidates and organizers during the election process. At the same time, accessibility barriers are preventing candidates from benefiting from the views and involvement of voters with disabilities. Political candidates have the opportunity to engage this portion of the voting public by taking steps to ensure that their campaign activities are accessible to everyone.

Making your campaign, party or constituency office accessible will help with this, but you also need to look at all aspects of how you deliver your campaign and anticipate how to adjust these activities to meet the needs of voters with disabilities.

People with disabilities deserve the same opportunities as everyone else to participate in all election activities. In the coming years, age related disabilities will increase as the generation of baby boomers ages, creating an even greater need for inclusion and accessibility in the electoral process.

Providing an accessible environment need not be complicated or expensive. In fact many changes cost nothing at all or have a minimal impact on the bottom line — but they can have a huge impact on voter engagement.

You can make positive changes to your campaign activities by actively involving voters with disabilities. Value their input, as they are the 'experts.' Taking the time to listen to their experiences will often lead you to solutions that, once identified, are easily incorporated into your everyday activities and will lead to long lasting improvements in accessibility and excellent customer service.

How to Use This Guide

The Quick Reference Guide to Accessible Information and Communication has been developed to assist you and your campaign team to look at ways of actively ensuring that voters with disabilities are included in practical ways in your activities from the launch of your campaign to Election Day.

Building an accessible information and communication strategy into your campaign activities does not need to be complicated when you dedicate a little extra time at the beginning of your campaign to make sure you have considered the information needs of all voters. Remember — communication is a two-way street. You are not only providing information to voters but you are also putting in place effective ways to seek the views of voters with disabilities.

The Guide provides tips on effective communication strategies for interaction with voters with disabilities; accessible information strategies that provide suggestions about how the get your message out to all voters effectively; and information about alternative formats, assistive technologies and services to further aid in communication activities to ensure all your campaign activities reach the largest possible audience.

Communication Strategies: Person to Person

The following tips will help you to communicate with all voters more effectively, both during your campaign and throughout your everyday business activities. All of these tips are easy to do, but may require a conscious effort at first to make them an integrated part of your communication process.

Tips for Communicating with a Person who is Deaf, Deafened, or Hard of Hearing

✓ Choose a quiet environment. Avoid communicating where there is a lot of noise or visual activity. Ask the person what will make communication easier.

✓ Make sure the light is shining on your face, not behind you. Avoid standing in front of a light source when speaking. Make sure you have the person's attention.

✓ In group settings, make sure only one person at a time is talking.

✓ Do not cover your mouth or have anything in your mouth when you are speaking.

✓ When using an interpreter, speak directly to the deaf person. When the interpreter voices what the deaf person signs, look at the deaf person, not the interpreter.

✓ Speak naturally and clearly, with normal expression and at a normal pace.

✓ Rephrase, rather than repeat, when you are not understood. Write down a few words or a phrase to clarify if communication is difficult.

✓ When writing back and forth, keep your word choices simple and sentences short. If the person uses more complex sentence and vocabulary, do the same.

✓ Do not shout. A loud voice may increase distortion or give the impression you are angry, without improving comprehension.

✓ Be patient and take time to communicate. Saying "never mind" or "it's not important" may cause the person with hearing loss to feel that their contribution is not valued.

✓ Do not overspeak to fill in words or finish the person's thoughts or sentences.

Tips for Communicating with a Person who is Deaf-Blind

✓ People who are deaf-blind have many communication methods and styles. The person who is deaf-blind will let you know how to best communicate.

✓ Stand close to the person who is deaf-blind. Do not try to communicate from across the room or table.

✓ Always identify yourself to let the person who is deaf-blind know you are there. Approach from the front and then move to the side. This gives the person the opportunity to use any residual central or peripheral vision available.

✓ A Deaf-Blind Intervenor can be arranged to provide individuals with deaf-blindness with information from the environment, and may provide communication on behalf of the individual.

✓ Some people who are deaf-blind will benefit from large print or Braille materials. Ask which print accommodations are effective.

✓ Avoid leaving a person who is deaf-blind standing in the middle of an open space, or alone in unfamiliar surroundings. Make sure there is somewhere for the person to sit, or something stationary to have contact with, such as a wall or table.

Tips for Communicating with a Person who is Blind or Visually Impaired

✓ Always introduce yourself when you meet someone with a vision loss. Even though they may know you, they may not recognize your voice.

✓ When leaving a room or conversation tell the person you are leaving so they are not left talking to themselves. Avoid leaving them standing in the middle of an open space, or alone in unfamiliar surroundings. Make sure there is somewhere for the person to sit, or something stationary to have contact with, such as a wall or table.

✓ When you are in a group, introduce others in the group and use people's names so that the person with a vision loss knows who you are speaking to.

✓ Look and speak to the person with a vision loss, not a person they are with.

✓ When giving directions or passing something to a person who is blind or visually impaired, use specific

directions like "behind you on your left" or "I'm putting the cup by your right hand." Avoid "over here" or "there."

✓ Remember that nods, shrugs and gestures may not be noticed.

✓ For safety, push chairs into table when vacating them, keep doors entirely opened or closed and close cupboard doors and drawers.

✓ When escorting a blind person to a chair, place his or her hand on the back of the chair.

✓ When walking with a person who is blind or visually impaired, offer to provide sighted guide. Let the person take your arm just above your elbow. You can guide with either the right or the left arm, which can either relax at your side or bend at the elbow. The person follows a half step behind you at a pace that is comfortable for both of you. Make sure you identify steps, curbs, or other obstacles before you come to them.

✓ Do not pet, feed or distract a dog guide from doing its job.

Tips for Communicating with a Person who has a Cognitive Disability

✓ Treat adults with cognitive disabilities as adults.

✓ When speaking to someone who has a cognitive disability, be alert to their responses and adjust your method of communication if necessary.

✓ Some people may benefit from simple, direct sentences while others may prefer visual forms of communication, such as gestures, diagrams, or demonstrations.

✓ Keep sentences short and clear, avoiding complex words or jargon. Use language that is concrete rather than abstract.

✓ Some people may have trouble with short-term memory and may repeat themselves or require information to be repeated.

✓ Minimize distractions so that full attention is on communication. If you are in a public area with many distractions, consider moving to a quiet or private

location.

✓ Repeat information using different wording or a different communication approach if necessary. Allow time for the information to be fully understood.

✓ Do not expect all people to be able to read well. Some people may not read at all.

Tips for Communicating with a Person who has a Speech Disability

✓ Talk to people with speech disabilities as you would talk to anyone else and speak in your regular tone of voice.

✓ Do not speak for the individual or attempt to complete their sentences. Be patient, it may take the person a while to answer.

✓ Tell the person if you do not understand what he or she is trying to say. Ask the person to repeat the message, spell it, tell you in a different way, or write it down.

✓ Consider asking questions that require only short answers or a nod of the head.

Tips for Communicating with a Person who has a Mental Illness

✓ The majority of people living with a mental illness have no special needs when it comes to communication and you will not be aware that they have a mental illness, nor will you need to know. Some medications and some symptoms of mental illness may impact on people's communication and concentration abilities.

✓ Talk to the person as you would talk to anyone else and speak in your regular tone of voice. Don't rush. Speak in a calm manner and present one thought at a time.

✓ Repeat in different words to convey your meaning if you are not understood.

✓ Some people who are taking medication may have excess thirst, and will need access to water or other beverage.

Accessible Communication Strategies

It is important to ensure that information and communications such as campaign literature, advertising and Internet communications are accessible. The following tips will enable you to better reach voters with disabilities with your campaign information as well as allowing those voters to fully participate in the campaign process.

Campaign Literature

Not all people can access the written word in conventional ways. People who are blind or have low vision may need a different format to access your campaign information. Ensure that your campaign literature is available, on request, in alternative formats, such as Braille or large print for people who cannot read traditional printed materials. Consider alternative format production even before requests are made.

It is equally important to make sure that your materials are designed and presented in clear language to meet the widest audience possible including people with low literacy skills, learning disabilities, cognitive disabilities and people whose first language is not English.

Make sure that all of your campaign staff is aware that your material is available in alternative formats and how to access it. Include a statement in all of your materials that will inform voters that your campaign materials are available in alternate formats so that the public is aware of the steps you are taking to include everyone. Be sure to include your TTY (Teletypewriter) number. This will help to avoid the perception that materials and activities are unavailable when they actually are.

Campaign Advertising

Media advertising is a large part of any political campaign. You can reach the largest audience possible by ensuring your campaign advertising is accessible to people with disabilities.

Television Advertising

Your television campaign advertising should be closed-captioned to provide a narrative description of dialogue and sounds contained in the ad to make the information accessible to people who are deaf, deafened, and hard of hearing.

Printed words appearing on the screen should be read aloud using audio description that provides descriptions of what appears in the images. Just as closed captions provide display text corresponding to the audio in a video, audio description enables someone to hear what is being portrayed visually for the benefit of people with a vision loss.

In addition, television ads and video clips of public appearances that you capture to be included on your web site should be treated in the same manner with closed-captioning and audio description.

Newspaper Advertising

While the very nature of print media is limiting to people who are restricted by print, there are steps you can take to ensure that your message reaches the largest possible audience.

As in your campaign literature, include a statement in all of your print advertising that will inform voters that your campaign materials are available in alternate formats so that the public is aware of the steps you are taking to include everyone. Be sure to include your TTY number.

Take advantage of the services offered through VoicePrint. VoicePrint, a division of The National Broadcast Reading Service, broadcasts readings of full-text articles from more than 600 Canadian newspapers and magazines. They also provide advertising opportunities through a fee-for-service program.

Radio Advertising

As in your campaign literature and newspaper advertising, include a statement in all of your radio advertising that will inform voters that your campaign materials are available in alternate formats.

Web Accessibility

Providing information about your campaign and campaign activities on the Internet is a fast and efficient way of informing voters. Yet not all people access the Internet in the same way. It is important that, as you begin to develop your communication strategies, you incorporate the principles of accessible design into the design of your web site.

A site developed with accessibility in mind will not take any longer to build and doesn't need to cost extra. There are many web developers who create accessible web designs as standard practice; and do not charge a premium for accessible design. If your web site is inaccessible and needs to be modified then there will be an additional cost. Again, the cost will depend on the amount of work involved and the designer employed to do the work.

It is generally accepted that if your site conforms to the good practice outlined in the World Wide Web Consortiums (W3C) web site Content Accessibility Guidelines (WCAG), you have demonstrated your commitment to making your site accessible. You should aim to ensure your web site meets at least Priority 2 of the World Wide Web Consortium Web Content Accessibility Guidelines.

The World Wide Web Consortium (W3C) is an international organization. One of its primary goals is to develop standards, protocols and guidelines to ensure that the benefits of web-based information are accessible to all people, whatever their hardware, software, network infrastructure, native language, culture, geographical location, or physical or mental ability.

Users with Vision Loss

It is a misconception that persons with vision loss do not use electronic media. In fact, for many people with a vision disability, e-mail and web-based technologies provide excellent communication opportunities. Users with a vision loss range from people who have little vision to no vision at all. These users can have problems understanding images or video clips that are not accompanied by a text description that describes what the image or video represents. Users with a vision loss may have difficulties navigating sites that are not built to be

"viewed" through a non-visual browser such as a screen reader. A screen reader is a web browser that reads web sites out loud, making them accessible to users with a vision loss. Crisp, high-contrast colour schemes and larger font sizes with increased line spacing are easier to read for persons with low vision, including many seniors. For downloadable forms, its best to provide options including Word as well as PDF files.

Colour blind users may have trouble recognizing design elements, including text, whose colors are not sufficiently different from the design elements around them, including the background or colour of the text.

Users who are Deaf, Deafened, or Hard of Hearing

Users with a hearing loss cannot understand information that is communicated with sound. The solution is to provide an alternative that does not use sound, such as a text description, an image or a video that is captioned. Make campaign and party web sites fully accessible to persons with hearing loss by including a TTY number and an e-mail address to request further information. Consider adding video content in American Sign Language for your key messages.

Users with Physical Disabilities

Some people with physical disabilities cannot access a web site with the use of a mouse and may use alternative methods such as keyboard tabbing, voice recognition programs, head pointers or Morse code input in order to navigate through your site. These navigation methods need to be taken into account when designing your site.

Users with Cognitive Disabilities and Mental Illness

Web sites can be complex, and sites that use an overly complicated design, inconsistent navigation, confusing language and distracting, repetitive animation can be difficult for users with cognitive disabilities or mental illness.

E-Mail Accessibility

Candidates should be aware that e-mail could pose a barrier for some voters with disabilities.

Plain text e-mail is the most accessible information format for e-mail. The user has more control over how the message is displayed and can view them at whatever font size they like.

Make messages short and to the point. Avoid graphics that are simply decorative in nature. If graphics are necessary, make sure that they include a text description for voters who are blind or have low vision, or those who can only read text-only e-mails.

Accessible Information Strategies

Having materials available for voters in a format they can access, read and understand independently is all part of providing inclusive customer service.

Alternative Formats

Braille

Braille is a reading system of raised dots. There is English Braille and French Braille. Grade 1 Braille is the most basic representation of letters, numbers and punctuation while Grade 2 combines approximately 300 contractions. It is important that braillists certified by the Braille Authority of North America (BANA) create any Braille materials you develop for your campaign.

Large Print

Large print uses a set of standards for printed materials that improve readability beyond standard design and formatting. This includes a larger font size (14 to 16 point) for characters plus the use of non-serif fonts, like Arial or Verdana, increased spacing and improved contrast. You can produce simple large print documents yourself in-house, but more complex materials

need to be sent to a printer who specializes in large print formats.

Captioning

Captioning translates the audio portion of a video presentation by way of subtitles, or captions, which usually appear on the bottom of the screen. Captioning may be closed or open. Closed captions can only be seen on a television screen that is equipped with a device called a closed caption decoder. Open captions appear whenever the video is shown. Captioning makes television programs, films and other visual media with sound accessible to people who are deaf or hard of hearing.

Electronic Text

Used with computer synthetic voice technology (screen reading software) that enables people with a vision loss or who have learning disabilities to hear a spoken translation of what others see on the monitor.

Audio Format

An alternative format for people with a vision, intellectual or developmental, or learning disability, and are unable to read print.

Descriptive Video Service (DVS)

DVS provides descriptive narration of key visual elements – such as the activity, participants and locations – without interfering with dialog or sound effects, making television programs and advertising, films, and other visual media accessible for people with a vision loss.

Sign Language Video Format

An alternative format for Deaf voters is to provide information in sign language in video format.

Assistive Technologies and Services

Sign Language Interpreting

Sign Language Interpreting supports communication between people who use American Sign Language (ASL) and people who use spoken English [or Langue des signes québécoise

(LSQ) and spoken French]. Sign language interpreters are knowledgeable in the language and culture of both Deaf and hearing people. They provide communication in both a sign language and a spoken language and are bound by a professional Code of Ethics. Sign Language is an important component of any public meeting you might hold or participate in.

Real-time captioning

Real-time captioning or CART uses stenographic and laptop computer technology. A captionist types exactly what each speaker says and the dialogue appears on a laptop computer monitor or is projected to a large screen so that it can be read by all participants, including people with a hearing loss. Real-time captioning is an important component of any larger public meeting you might hold or participate in.

Assistive Listening Technology & Systems

Assistive Listening Devices (ALDs) are designed to improve communication for people with hearing loss in situations where hearing aids alone are inadequate. Assistive listening devices carry the sound across distance and over background sounds. The desired sound is sent directly into the listener's ears. Instead of hearing from across the room, sound is heard as if the speaker is right next to the listener and background sounds are reduced. Assistive listening devices include FM systems, infrared systems and personal amplification systems.
Any or all of these devices would be a useful inclusion in an accessible office environment.

FM systems send signals from the transmitter to the receivers by way of wireless, designated radio waves. The speaker uses the transmitter or it can be jacked into the amplifier of an existing PA system. The receiver is worn by the hard of hearing individual who can adjust the volume.

Infrared systems use light energy to transmit the signal from the transmitter to the receiver.

Personal amplification systems assist communication with a hard of hearing person who is not wearing a hearing aid. It is a portable one-to-one communication device. A speaker talks into the lapel microphone. The sound is then carried directly to the

headset of the hard of hearing individual. This minimizes background noises and the distance between speaker and listener.

Telecommunications

TTY (Teletypewriter) consists of a keyboard and small display screen that lets people communicate by telephone via typed conversation. If both the caller and the receiver have a TTY, the call can take place directly person to person.

Relay Service If one of the callers does not have a TTY, they can still communicate through a telephone relay operator. The operator acts as a communication link by typing what the hearing person says so that it appears as written text on the TTY screen and voicing what the TTY user types. The number for the relay operator is 1-800-855-0511.

It is important that all of your staff and volunteers are trained in the use of TTY and Relay Service.

Budgeting for Accessible Information and Communication*

Use accessibility as a budget line item when you begin your financial planning. Provide enough funds to cover such services as sign language interpretation, Braille translation, TTY number and real-time captioning. You will need to contact an appropriate supplier to get an actual estimate of the costs. Links to suppliers can be found in the 'More Information' section at the end of this document. There are some general guidelines, based on current market prices as of the time of publication that can help you out when determining your budget.

*It is important to note that accessibility expenses must be included in overall campaign budgeting and adhere to the limitations of campaign expenses spelled out in section 38 of the *Election Finances Act,* 1990

Braille and Large Print

Pricing for print materials are based on the length and complexity of content needed to be translated into Braille or large print.

Shorter documents such as brochures and Fact Sheets, approximately 2 to 3 pages in length, provided as a Word or PDF file with few illustrations or charts are lower in cost to translate. The translation would result in 6 to 9 pages of Braille and would need approximately 5 to 7 working days for turn around. The cost for this type of document would be approximately $30 to $55 for the master transcription and $3 to $5 for each Braille copy thereafter. The cost for a large print version of a document of this type would have similar costs and timeframe.

Translation for an average 10 paged Word document would result in 25 to 30 Braille pages. Costs would run $150 to $180 for the master transcription and $13 to $16 for each Braille copy thereafter. The timeframe for turn around is 7 to 10 working days. The large print version of a document of this type would have a similar master and copy as well as turn around time for production.

Lengthy, more complex documents with no electronic text file and that contain many charts and images will be higher in cost to translate. 20 to 30 print pages would transcribe to 120 to 180 Braille pages. Costs are based per page for lengthy complex documents and would need approximately 2 to 3 weeks for turn around.

Sign Language Interpreting

For sign language interpreting, the cost will be based on how long the service is needed and whether one or more interpreters will be required. Currently, the base rate for interpreting service is $110 per interpreter for up to two hours of service. After that, $55 is charged for every hour or part thereof.

Real-time Captioning

For voice-to-text captioning, also known as real-time captioning or CART, the cost will be based on how long the service is

needed and whether one or more captioners will be required. Generally speaking, one CART provider can write for a 6-hour day with appropriate breaks.

Currently, while the rates for captioning do vary depending on the skill set of the captioner and meeting content, rates begin at $125 per hour per captioner with usually a 4-hour minimum, which includes a three hour minimum for the actual voice-to-text CART service and one hour of preparation before the meeting. After that, the rate is charged for every hour or part thereof. Rough draft transcripts may be available after the meeting, but there may be additional charges for this service.

Understanding Disability

Disabilities can take many forms. They may be permanent or temporary; developmental or physical; severe or mild; for the young or the old; or any combination of disabilities. A person can be born with a disability or someone could become injured resulting in a temporary or permanent disability. Some disabilities are visible and many are non-visible. Since you never know who may want to interact with you during the election process, it is important that you plan to include all people.

Physical Disabilities

There are many types and degrees of physical disabilities, and while people who use mobility aids like wheelchairs, scooters, crutches or canes are most recognizable, it is important to consider that not all people with physical disabilities require a mobility device. People who have arthritis, heart or lung conditions or amputations may also have difficulty with stamina, moving, standing, sitting or the ability to reach or grasp. It may be difficult to identify a person with a physical disability.

Vision Loss

There are varying degrees of vision loss and a distinction between blindness and low vision. In some cases, it may be

difficult to tell if a person has a vision loss. The majority of people living with a vision disability have some vision. Some people are totally blind. Vision disabilities can reduce one's ability to see clearly or can affect the range of visual field. Some people can distinguish between light and dark, or between contrasting colours, or read large print, but have difficulty with small print or low-light situations. Others may have a loss of peripheral or side vision, or a lack of central vision, which impacts a person's ability to distinguish details, like recognizing faces or reading. Vision disabilities can restrict a person's ability to read print and signs, locate landmarks or see hazards. They may use a white cane or service animal to help with orientation and movement in an environment.

Deafness and Hearing Loss

Hearing loss ranges from mild to profound. The distinctions between the terms "deaf", "Deaf", "deafened", and "hard of hearing" are based principally on the individual's preferred language (spoken or signed) rather than on the actual degree of hearing loss. Deaf, deafened and hard of hearing individuals may use hearing aids, cochlear implants, and/or other assistive-listening and communication devices.

Deaf-Blindness

A person who is deaf-blind has some degree of both vision and hearing loss. This results in greater difficulties in accessing information and managing daily activities. Most people who are deaf-blind will be accompanied by an intervenor, a professional who helps with communicating. An intervenor is trained in many adaptive communication methods, depending upon the preferences of the person who is deaf-blind. The intervenor may guide and interpret for their client.

Speech Disabilities

People with speech disabilities may have problems communicating. For many reasons, people may have difficulty speaking clearly — for example, as a result of a stroke or cerebral palsy — which may result in difficulties with verbal communication. Some people may use communication boards or other assistive devices to help communicate. A speech disability often has no impact on a person's ability to understand.

Cognitive Disabilities

Cognitive disabilities may affect understanding, communication, or behavior and can be attributed to brain injuries, developmental or learning disabilities. It is not always easy to identify someone who has a cognitive disability. Some conditions, such as Down's syndrome exhibit physical characteristics, but there are others that are not so apparent. People with a cognitive disability may have difficulties recognizing, understanding and remembering information.

Mental Illness

Mental illness is a disturbance in thoughts and emotions that may decrease a person's capacity to cope with the challenges of everyday life. Mental illness can take many forms, just as physical illness does. Mental illnesses include schizophrenia, mood disorders (such as depression and bipolar disorder), anxiety disorders, personality disorders, and eating disorders.

More Information

Additional Resources

There are many resources about accessible information and communication. The resources listed below support the recommendations made throughout this Guide:

More information on guidelines and suggestions for making Web sites accessible appears on the World Wide Web Consortium's (W3C) web site at **www.w3.org/WAI**

More information on the *Clear Print Accessibility Guidelines* is available through the CNIB web site at **www.cnib.ca/en/services/accessibility/text/clearprint/Default.aspx**

More information about accessibility for print and electronic communications is available through the CNIB web site at **www.cnib.ca/en/services/accessibility/design/Default.aspx**

More information about interpreting services and providing access and accommodation to you and deaf, deafened, and hard of hearing voters is available through The Canadian Hearing Society's web site at **www.chs.ca**

More information about Ontario-based companies and organizations that provide services or assistance for people with disabilities, including assistive technology, transcription, captioning and Braille translation services is available through the *Directory of Accessibility* at **www.accessibilitydirectory.ca**

Additional suppliers for assistive technology, transcription, captioning and Braille translation services can be found through the online Canadian Company Capabilities Database maintained by Industry Canada at
www.strategis.ic.gc.ca/sc_coinf/ccc/engdoc/homepage.html

More information about VoicePrint, a division of The National Broadcast Reading Service is available at
www.voiceprintcanada.com

More information about Clear Language and Design, including an online thesaurus is available through East End Literacy at
www.eastendliteracy.on.ca/clearlanguageanddesign

Who Can Help?

There are many organizations, which work with and on behalf of people with disabilities that may be able to provide further guidance. The following organizations contributed to the development of this guide:

Canadian Paraplegic Association Ontario
520 Sutherland Drive,
Toronto, Ontario M4G 3V9
Toll Free: 1-877-422-1112
Tel: 416-422-5644
Fax: 416-422-5943
E-mail: info@cpaont.org
www.cpaont.org

CNIB
1929 Bayview Avenue
Toronto, Ontario M4G 3E8
Tel: 416-486-2500
Toll Free: 1-800-563-2642
Fax: 416-480-7717
TTY: 416-480-8645
E-mail: ontario@cnib.ca
www.cnib.ca

The Canadian Hearing Society (CHS)
271 Spadina Road
Toronto, Ontario M5R 2V3
Tel: 416-928-2500
Toll-Free: 1-877-347-3427
TTY: 416-964-0023
Toll-Free TTY: 1-877-347-3429
Fax: 416-928-2506
E-mail: info@chs.ca
www.chs.ca

Ontario March of Dimes
10 Overlea Blvd.
Toronto, Ontario M4H 1A4
Tel: 416-425-3463
Toll-free: 1-800-263-3463
E-mail: info@dimes.on.ca
www.marchofdimes.ca

Canadian Mental Health Association, Ontario
2301 - 180 Dundas Street West
Toronto, Ontario M5G 1Z8
Tel: 416-977-5580
Fax: 416-977-2813
E-mail: info@ontario.cmha.ca
www.ontario.cmha.ca

Accessibility Directorate of Ontario
Ontario Ministry of Community and Social Services
777 Bay Street, 6th Floor, Suite 601
Toronto, Ontario M7A 2J4
Tel: 416-326-0207
Toll-free: 1-888-520-5828
TTY: 416-326-0148
Toll-free 1-888-335-6611
Fax: 416-326-9725
E-mail: accessibility@css.gov.on.ca
www.mcss.gov.on.ca

Disclaimer

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In Ontario, legislation prescribes specific responsibilities related to the accommodation of persons with disabilities.

For the purposes of this guide, the following legislation is the minimum accommodation requirements service providers must be aware of and comply with (list not inclusive):

- ✓ Ontario Human Rights Code
- ✓ Accessibility for Ontarians with Disabilities Act, 2005 (AODA)
- ✓ Ontario Building Code

For full versions of these Codes and Acts please refer to **www.e-laws.gov.on.ca**