



AccessAbility
Advantage
MAKING BUSINESS ACCESSIBLE

Your one-stop shop for accessibility consulting

Get started now...

Hire the experts in accessibility

What is the most important thing you can do to prepare for the mandatory standards under the **Accessibility for Ontarians with Disabilities Act (AODA)**? Know exactly what the standards mean for you and your business.

***AccessAbility Advantage* can help.**

***AccessAbility Advantage* Services**

AccessAbility Advantage provides specialized consulting services to help you chart your course to accessibility. Call us to discuss what we can do to make your organization more accessible.

Choose the level of service that's right for you

[AODA Compliance Strategy](#)

[Customer Service Compliance Support](#)

[Training](#)

[E-Learning](#)

[Information and Communication Compliance Support](#)

[Employment Policy and Procedure Compliance Support](#)

[Training](#)

[Accommodation Support](#)

[Built Environment Accessibility Planning](#)



A+ Certification: When you have verified that you have completed all internal work and training included in our recommendations, *AccessAbility Advantage* will provide 'A+' certification for the AODA Standard you meet. Our mark of certification can be posted in your offices and on your website.



AODA Compliance Strategy

AccessAbility Advantage will

- facilitate a “discovery” meeting, approximately three hours in length, with key individuals to gain a sense of your business, and assess your current state of compliance with the new standards;
- recommend a **clear, customized action plan** based on the information gathered during the meeting, including **timelines** and **cost estimates** designed to **achieve your accessibility goals**;
- include in the action plan, recommendations related to assigning accountability, a policy review (to integrate accessibility), website audit, facility audit, training and more; and
- design the action plan so that you can **implement** it in **stages within your budget** and **comply with the regulations on deadline**.

Customer Service Compliance Support

AccessAbility Advantage will

- map the customer experience including all service entry points;
- **evaluate** existing **policies, procedures** and **practices** for accessibility;
- evaluate **staff training** requirements;
- collaborate with our Client to
 - recommend changes to practices including service delivered face to face and by telephone; and
 - support development of customer service policies and procedures (stand alone or integrated with existing);
- provide **Accessible Customer Service training**; and
- support **audit-proof compliance reporting**.



For businesses that have started to implement changes to comply with the Customer Service Standard, we can **review progress** to **confirm** the appropriateness of **solutions** or **make recommendations** for **improvement** to **ensure compliance**. This review is **part of all customized training programs**.

When our Client has verified that they have completed all internal work and training included in our recommendations, *AccessAbility Advantage* will provide '**A+**' **certification** for Accessible Customer Service.

Accessible Customer Service Training

AccessAbility Advantage approaches all training from the perspective of **adult learners**. We recognize that training sessions need to be interactive, clear and concise and enjoyable, so that **participants retain what they learn**. We pride ourselves on our ability to expand people's horizons and awareness of the *abilities* of people with disabilities.

AccessAbility Advantage offers customized Accessible Customer Service Training for

- **Decision-makers**, Senior Management, Boards of Directors;
- **Staff** (can be customized by role); and
- In-house Trainers (**train-the-trainer**).

Accessible Customer Service E-Learning

AccessAbility Advantage provides **customized E-Learning** programs that can

- augment face-to-face programs; or
 - stand alone, containing all of an organization's specific information so that no additional face-to-face program is required.
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Information and Communication Compliance Support

AccessAbility Advantage will

- identify all electronic service delivery media;
- identify all print material shared with customers;
- **evaluate** any **websites, online content, E-mail practices** and **print material** for accessibility; and
- provide **recommendations** to **improve accessibility** with consideration for
 - content / language;
 - formatting;
 - programming (website and online forms); and
 - delivery processes (overlaps with Customer Service).
- support audit-proof compliance reporting.

When our Client has verified that they have completed all internal work and training included in our recommendations, *AccessAbility Advantage* will provide '**A+**' **certification** for Accessible Information and Communication.

Accessibility Advantage also provides **training on creating accessible electronic documents**.



Employment Policy and Procedure Compliance Support

AccessAbility Advantage will

- evaluate existing **employment policies, procedures** and **practices** for accessibility;
- evaluate Client's employee pool requirements;
- collaborate with our Client to
 - recommend changes to employment practices; and
 - support development of, or changes to, employment policies and procedures (stand alone or integrated with existing).
- support **audit-proof compliance reporting**.

When our Client has verified that they have completed all internal work included in our recommendations, *AccessAbility Advantage* will provide '**A+**' **certification** for Accessible Employment Policy and Procedures.

Accessible Employment Training

Targeted to HR professionals training will focus on

- **Supporting accessible employment policy and procedure;**
- Creating **summaries of essential duties of a job;**
- **Supporting employees with disabilities;**
- Creating **accommodation plans**, including addressing performance management, career development and redeployment; and
- Creating **return-to-work procedures** and **work place evaluations**.

Accommodation Support

Upon request, *AccessAbility Advantage* provides accommodation support.



Built Environment Accessibility Planning

AccessAbility Advantage will

- work with our Client to identify facilities to be audited and the standard to audit against;
- **audit facilities**; and
- provide a report with **prioritized recommendations** and **cost estimates** (optional).

AccessAbility Advantage also provides **construction design** and **management** (tendering, oversight, etc.).

When our Client has verified that they have completed all internal work included in our recommendations, *AccessAbility Advantage* will provide '**A+**' **certification** for Accessible Built Environment.
