# Additional Resources - Links

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| **Creating Policies, Practices & Procedures** |
| * Sample Policies <http://www.accessibletourismwebsite.com/Resources.aspx>
* Case studies from well-known tourism organizations<http://www.accessibletourismwebsite.com/Resources.aspx>
 |
| **Training Your Staff** |
| * Web-Based Learning Program:
	+ Serve-Ability: Transforming Ontario’s Customer Service (45 minute e-learning course)<http://www.mcss.gov.on.ca/en/serve-ability/index.aspx>
* Talk to Me Video <http://www.mcss.gov.on.ca/en/mcss/programs/accessibility/understanding_accessibility/howto_videos.aspx>.)
* Training Resource <http://www.mcss.gov.on.ca/en/mcss/programs/accessibility/customerService/Under20_Tools.aspx>
* OTEC Training PowerPoint Presentation (in folder on USB)
* Training Tips for Employees<http://www.mcss.gov.on.ca/en/mcss/programs/accessibility/customerService/Under20_Tools.aspx>
 |
| **Putting it in Writing** |
| * See Sample Policies in “Creating Polices, Practices and Procedures” above<http://www.accessibletourismwebsite.com/Resources.aspx>
 |
| **ReportingYour Progress** |
| * Compliance Checklist (ORHMA)<http://www.accessibletourismwebsite.com/Resources.aspx>
* Checklist (Government of ON)

*Fewer than 20 employees:* <http://www.mcss.gov.on.ca/en/mcss/programs/accessibility/customerService/Under20_Tools.aspx>*20 or more employees:*<http://www.mcss.gov.on.ca/en/mcss/programs/accessibility/customerService/Over20_Tools.aspx> |

# Additional Resources (cont.)

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| **Further Information** |
| * AODA Compliance Wizard: <https://www.appacats.mcss.gov.on.ca/eadvisor/start.action>
* Q & A link <http://www.accessibletourismwebsite.com/QA.aspx>
* AODA ServiceOntario Help Desk contact information:Phone: 1-866-515-2025TTY: 416-325-3408TTY Toll Free: 1-800-268-7095Fax: 416-325-3407Email: accessibility@ontario.ca
* Employer Handbook (A useful resource which lists answers to the most common questions)*Fewer than 20 employees:* <http://www.mcss.gov.on.ca/en/mcss/programs/accessibility/customerService/Under20_Tools.aspx>*20 or more employees:*<http://www.mcss.gov.on.ca/en/mcss/programs/accessibility/customerService/Over20_Tools.aspx>
* Ontario Restaurant Hotel & Motel Association (ORHMA) website<http://www.orhma.com/GovernmentRelations/Accessibility.aspx>
* Tips on how to:
	+ make buildings and spaces accessible
	+ make information accessible
	+ make your workplace accessible
	+ plan an accessible meeting
	+ understand the universal symbols of accessibility

<http://www.mcss.gov.on.ca/en/mcss/programs/accessibility/understanding_accessibility/videos_stories_tips.aspx>* Webcast: Accessible Ontario — Providing Accessible Customer Service for January 1, 2012.<http://www.mcss.gov.on.ca/en/mcss/programs/accessibility/customerService/>
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# Additional Resources (cont.)

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| **Further Information** |
| * Videos:
	+ How Can I Help?<http://www.mcss.gov.on.ca/en/mcss/programs/accessibility/understanding_accessibility/videos_stories_tips.aspx>
* Making the (Arts, Business, Homes, Learning, etc.) Accessible<http://www.mcss.gov.on.ca/en/mcss/about/videos/accessibility_arts.aspx>
* Government of ON Twitter feed (@OntMinCommunity): Tweets from the Ontario Ministry of Community and Social Services on accessibility and inclusion for people with disabilities. <http://twitter.com/OntMinCommunity>
* AccessON You Tube channel: Videos that demonstrate how Ontario is becoming more accessible every day.<http://www.youtube.com/accessontario>
* AccessON Facebook page: Share accessibility videos, tips, news and stories, leave a comment or ask a question.<http://www.facebook.com/AccessON>
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