



It starts with Scouts.

Tout commence  
avec les Scouts.

**Scouts Canada  
National Office**

1345 Baseline Rd.  
Ottawa ON  
K2C 0A7

helpcentre@scouts.ca  
scouts.ca

**Scouts Canada  
Bureau national**

1345, chemin Baseline  
Ottawa (Ontario)  
K2C 0A7

info@scouts.ca  
scouts.ca

T 613.224.5131  
F 613.224.3571

## **Scouts Canada and the Accessibility for Ontarians with Disabilities Act (AODA) – FAQ's**

### **What is AODA?**

The Accessibility for Ontarians with Disabilities Act (AODA) requires organizations to develop, implement and enforce mandatory accessibility standards. Accessibility standards are the rules that businesses and organizations in Ontario will have to follow to identify, remove and prevent barriers to accessibility.

The AODA sets out standards in five separate areas of our lives: customer service, built environment, transportation, employment, and information and communication

Scouts Canada had to comply with the customer service standard by January 1, 2012. This included having an organizational policy, customer feedback procedures and training all employees and volunteers, amongst other requirements.

### **How does the legislation affect Scouts Canada?**

The legislation required Scouts Canada to develop policy and implement new procedures in accordance with the different phases of the AODA legislation. By January 1, 2012, Scouts Canada was compliant with the Customer Service Standard of AODA.

### **What is the Customer Service Standard?**

The Customer Service Standard is the first phase of the AODA legislation. The largest piece of the Customer Service Standard is the training of over 10,000 volunteers and employees in Ontario. Scouts Canada is also required to:

- Establish policies, practices and procedures consistent with accessibility principles
- Ensure every person who deals with the public on behalf of Scouts Canada receives training on providing accessible customer service.
- Establish a process for providing notice of temporary disruptions and a feedback process for receiving comments
- Communicate with a person with a disability in a way that takes into account his or her disability.
- Allow persons with disabilities to be accompanied by their guide dog or service animal
- Permit persons with disabilities who use a support person to bring that person with them while accessing goods or services

## **How does the legislation affect me?**

It is the responsibility of each and every Scouts Canada volunteer and employee in Ontario to ensure they have completed the AODA training, including the review of Scouts Canada's policy, and use that knowledge to accommodate persons with disabilities.

It is also the responsibility of Commissioners to ensure that the Scouters within their Group/ Area/ Council have completed the training and are putting it into practice.

## **How do you complete the training?**

The AODA training is available in two distinct formats: in person and online. Neither format involves a testing component. We strongly encourage Commissioners to use their upcoming Group Committee or leadership team meeting to provide face-to-face training. Providing face-to-face training is easy:

- 1) The training slides and Record of Training were emailed to all Commissioners or are available from your Council Administrative Office
- 2) Review the training slides and Scouts Canada's policy as a Group
- 3) Have everyone that attended sign the Record of Training
- 4) Mail the original Record of Training document(s) to your Council Administrative Centre

Scouters may also complete the training through Scouts Canada's e-Learning platform at: [www.scouts.ca/elearn](http://www.scouts.ca/elearn). This format takes approximately 45 minutes to complete and can be accessed at any time.

## **How does the Ontario Government know who has taken the training?**

Scouts Canada is required to report the names and dates that employees and volunteer have taken training to the government on an ongoing basis.

## **What happens if Scouts Canada is not compliant?**

Non-compliant organizations or individuals could face penalties and/or fines.