



## ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA)

### Osteoporosis Canada Accessibility Policy

Osteoporosis Canada recognizes that the Government of Ontario supports the full inclusion of persons with disabilities as set out in the AODA. The act applies to every person or organization in the public and private sectors of the Province of Ontario.

The purpose of the Act is to develop, implement and enforce accessibility standards in order to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, and employment and to make Ontario accessible by 2025.

The Act requires that, effective January 1, 2014, under the Integrated Accessibility Standards Regulations, Osteoporosis Canada establish, implement, maintain and document a statement of commitment to accessibility, an accessibility policy and a multi-year accessibility plan that outlines how we will meet our requirements to prevent and remove barriers for persons with disabilities.

AODA Accessibility Standards are a set of requirements for the identification, removal and prevention of barriers to accessibility. The following requirements are applicable to Osteoporosis Canada:

1. Customer Service Standard
2. Integrated Accessibility Standard  
Information and Communication  
Employment

### Statement of Commitment

Osteoporosis Canada is committed to providing its goods and services in a way that respects the dignity and independence of people with disabilities. Osteoporosis Canada is committed to giving people with disabilities the same opportunities to access goods and services as other customers.

This policy applies to all customers and employees of Osteoporosis Canada. Osteoporosis Canada's strategies and actions to prevent and remove barriers to accessibility are outlined in our Customer Service Standards policy and our Multi-year Accessibility Plan.

Osteoporosis Canada, when required will consult with the disabled individual to understand his or her accessibility needs and make efforts to meet those needs in a timely manner.

Osteoporosis Canada will provide the Accessibility Policy and the Multi-year Accessibility plan in accessible formats, upon request.

Osteoporosis Canada will file accessibility reports outlining progress as required, by the Ontario Government.

Osteoporosis Canada has a separate policy on AODA Customer Service Standard. We are committed to ensuring that the requirements set out in the policy are met.

Osteoporosis Canada has a separate document that supports our long term commitment to accessibility. This Multi-Year Accessibility Plan outlines the policies and actions that will be put in place within the coming years. This plan is posted on our Osteoporosis Canada Intranet and website and can be provided in an accessible format, upon request.

Osteoporosis Canada will have an AODA committee comprised of not less than three staff members who will review and report updates to staff and volunteers as needed. This committee will also ensure OC is meeting requirements and reporting as directed, to the Government of Ontario.

Osteoporosis Canada will review and update our accessibility plan at least once every five years.