



111 Erie Street North, Leamington, ON, Canada N8H 2Z9
Telephone (519) 326-5761 • Fax (519) 326-2481

NOTICE

Ontario's first accessibility standard, the Customer Service Standard, came into effect on January 1, 2008.

The standard states what businesses and other organizations in Ontario must do to make the provision of their goods and services more accessible to people with disabilities.

Does your business or organization provide goods or services to the public or other third parties? If so, you are now legally required to meet the requirements of the Accessibility Standards for Customer Service.

Municipalities and other designated public sector organizations must comply with the Customer Service Standard by January 1, 2010.

Businesses, organizations and other providers of goods and services must comply with the Customer Service Standards by January 1, 2012.

The Leamington Accessibility Advisory Committee is working to develop an inventory of accessible businesses in the Municipality. If you wish your business to be included in this inventory, please complete and return the following checklist to the Municipality of Leamington, 111 Erie Street North, Leamington, ON N8H 2Z9.

If you have any questions, please contact Tracey Pillon-Abbs, Director of Development Services at 519-326-5761.



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Leamington Accessibility Advisory Committee - Accessibility Checklist

Name of Location: _____

Address: _____

Date: _____

Time: _____

Parking Lots and Sidewalks

- Well Lit
- Even surfaces that allow easy access for strollers, wheelchairs, walkers and scooters
- Kept clear of obstacles such as portable signs, shopping carts, etc.
- Have barrier free parking spaces (2 cars wide) with posted sign and space should be painted blue with wheelchair shown on ground

In Winter

- Sidewalks and parking spots kept clear of ice and snow, with all snow banks removed for ease of movement

Entrance and Exits

Must have one of these:

- Self-opening doors
- Disabled push button (both doors)
- Door bell

Entrance Mats are:

- Non-skid and laying flat
- Clean and free of water, snow and ice build up

Entrances have/are:

- Well lit
- Even surfaces
- Ramp if stairs present
- Handrails for ramps and steps ideally on both sides
- Doors that can be opened easily (consider door handles, weight of door)
- Doors that open and close at a safe speed
- Signs on glass doors marked at eye level

Shelves, Racks and Displays

- Secure and do not move or tip when leaned on
- Placed to let you move around them easily
- Within reach, or assistance is available

Other Recommendations:

- Seating in entrances and exits
- Phone available and accessible
- Price tags facing up on lower shelves and down on upper shelves
- Provide scooter cart
- Include a family washroom

Tables

- Accessible to wheelchairs, walkers, and scooters

Floors and Aisles

- Well lit
- Free from slip and trip hazards (e.g. water, ice, broken tiles, and uneven surfaces)
- Wide enough for wheelchairs, walkers, and scooters
- Free of clutter (e.g. boxes, produce, merchandise, and displays)

Stairs (In and Out of Building)

- Well lit
- Railings firmly attached - one side both sides
- continuous railing
- Edges marked with a contrasting colour, texture, or lights
- Not slippery
- No carpet or loose tile

Carts and Baskets

- Available
- Accessible
- Easy to manage
- Maintained

Public Washrooms (if food is served)

- Well lit
- Clear sign showing accessibility washroom
- Wheelchair accessible
- Appropriate grab bars, counter height, etc.

Visually Impaired

- Large print on all signs
- Braille on Washrooms Elevators
- Entrances/Exits
- Assistance available when needed

General Comments:

Date: _____

Approved by: _____