



When Mrs. Gauthier goes shopping, she uses a walker. It gives her support and a place to put her purchases.

Here she is trying to make her way to the cashier. She's having a lot of trouble navigating the walker. There are many obstacles in the way – a rug, displays of merchandise, a chair.

Is that any way to treat a customer?

Accessible Built Environments Standard

Do some businesses seem like obstacle courses? Your business will be more attractive to customers if your premises are easy to navigate for everyone.

When we talk about built environment, we mean the physical features of a building, room or public space. Sometimes those features act as obstacles to people with disabilities. Here are some examples:

- a building without ramps or elevators
- counters that are too high
- hallways and doorways that are too narrow
- doors that are hard to open
- a room that is cluttered with furniture or products.

By making your business clutter-free and easy to access, everyone benefits. Remember! Happy customers are loyal customers.

About the accessible built environment standard

Helping businesses and organizations make their premises more accessible to people with disabilities will be the focus of the accessible built environment standard. The Accessible Built Environment Standards Development Committee is starting work on developing a proposed standard.

You don't have to wait. There are steps you can take now to make your business more accessible to people with disabilities.

The information on this Fact Sheet was taken from the Ministry of Community and Social Services website and compiled by Humber Human Rights & Diversity – HR Services.

For more information about the Accessibility for Ontarians with Disabilities Act, visit: www.accesson.ca/ado/splash.htm.