



Accessibility for Ontarians with Disabilities Act (AODA)

The Historica-Dominion Institute is committed to meeting the requirements of the provincial [Accessibility for Ontarians with Disabilities Act, 2005 \(AODA\)](#). This provincial legislation aims to achieve full accessibility throughout Ontario by the year 2025. This legislation requires accessibility of goods, services, facilities, accommodation, employment, buildings, structures and premises. It applies to private, public and voluntary sectors.

Through the AODA, provincial standards have been developed for customer service and transportation, information and communications, the built environment and employment.

Accessible Customer Service Standard

The [Accessibility Standards for Customer Service, Ontario Regulation 429/07](#) was created under the AODA. It sets out obligations for certain persons, businesses and other organizations to provide goods or services in a way that is accessible to people with disabilities in Ontario.

The Institute's Customer Service Accessibility Policy helps improve service to people with disabilities and strengthens the Institute's procedures and practices, provides an accessible customer service training program, improved feedback mechanisms for the public and access to documents in alternate formats.

Provide feedback

Your feedback is important in helping improve the accessibility to our services. You can contact us:

- in person or by mail at our offices at 2 Carlton Street, East Mezzanine, Toronto, Ontario, M5B 1J3
- by calling 416-506-1867
- by e-mailing us at info@historica-dominion.ca
- or by memory stick, disk/diskette or other means

Request for documents

You can request documents in an accessible format, including documents required under the AODA Accessibility Standards for Customer Service 429/07:

- in person or by mail at our offices at 2 Carlton Street, East Mezzanine, Toronto, Ontario, M5B 1J3
- by calling 416-506-1867
- by e-mailing us at info@historica-dominion.ca