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Vendor of Record Up and Running!

ORC's new accessibility Vendor of Record (VOR) list is now up and running through the online Bidding.com procurement system. As noted in the Summer 2009 issue, the VOR includes five streams: Standards and Specifications; Facility Audits; Accessible Information and Communications; Staff Training; Policies and Procedures. The VOR will play a key role in helping ORC deliver timely responses to customer requests.

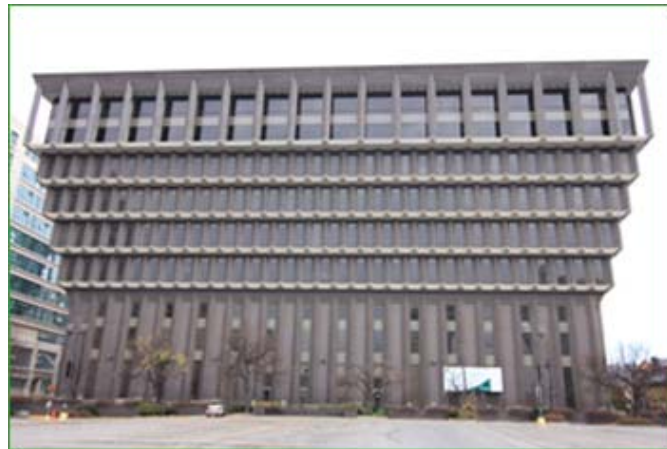
Spreading the Word

What's new?

Maintenance and Operations Guide & Checklist

ORC is working with a vendor to develop a Property Maintenance and Operations Guide and Checklist to be included with ORC's new Pilot Accessibility Design Standard (see Winter 2009 issue). This Guide and Checklist will allow ORC property managers, landlords and the design community to enhance building management by providing them with the ability to see through an accessibility lens.

Plan Exam for 222 Jarvis Street Toronto



The former Sears head office building at 222 Jarvis Street was purchased by ORC in 2007. As part of the Toronto Accommodation Plan this building is currently being retrofitted for future sustainable office space. As part of the retrofit, ORC intends to showcase government initiatives such as green buildings and accessibility. With respect to the latter initiative, ORC's goal is to ensure that the interior and exterior design elements are in compliance with the Pilot Accessibility Design Standard, to the greatest degree possible, resulting in a building that meets the needs of all Ontarians.

Update on Customer Service

In keeping with the requirements of the Customer Service regulation, the ORC's Governance Committee recently approved the Corporation's first Accessibility Policy. This document sets the



ORC continues to provide leadership and information on accessibility issues, making stops at Showcase Ontario, the Provincial Emergency Management Conference and several other internal government forums. These engagements have resulted in some exciting conversations, partnerships and insights that will improve the accessibility tool-kit that ORC is developing.

We look forward to hearing your questions and comments. Please contact us at:

accessibility@ontariorealty.ca

Sincerely,
Accessibility Team
Ontario Realty Corporation

*For a text version of this newsletter please click [here](#).
Alternative formats can be made available upon request.*

framework for how the ORC will address customer service and is structured so that it can be easily updated as new regulations passed under the AODA come into effect. A special section has been created on ORC's website related to customer service (click [HERE](#)) where one can find additional resources and a copy of the Accessibility Policy. ORC's service providers will receive a letter outlining their responsibilities related to customer service and the web link noted above.

Success Story - 101 Bloor Street West, Toronto

The ORC's leasing and accessibility teams partnered with KingSett Capital to incorporate the new Pilot Accessibility Design Standard (ADS) into a new 10-year, 54,000 sq. ft. lease at 101 Bloor St. W. in Toronto for the Ministry of Children and Youth Services. ORC met with KingSett's design team in the summer and made a presentation on the new Pilot ADS. This initial presentation was followed by a comprehensive report outlining ORC's request to have accessibility items upgraded in the common areas of the building. KingSett proved to be a great corporate partner by implementing ORC's entire request at their sole expense. Accessible features include:

- Enhanced glazing and color contrast for doors
- Enhanced lighting, color contrast and signage for elevator cabs
- Glare reduction for lobby floor and wall surfaces
- Installation of a recessed floor mat system
- Enhanced building and directory signage

This collaboration was an exciting preview of how ORC hopes to work with Landlords, client ministries and the design community to achieve accessible built environment solutions for people with a wide range of abilities. Some great lessons were learned on how to best apply the Pilot Accessibility Design Standard in leased spaces.

A more detailed discussion of this success story will appear on the ORC website (www.ontariorealty.ca) in the near future (click [HERE](#)).

Etiquette

Here are two examples of inappropriate and appropriate language:

- **Inappropriate:** Disabled toilet
Appropriate: Accessible toilet
- **Inappropriate:** For wheelchairs
Appropriate: Accessible for people using mobility aids



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