

PUBLISHER McEvoy Galbreath
publisher@summitconnects.com

Editorial

EDITOR Anne Phillips
editor@summitconnects.com

CONTRIBUTORS: *John Chenery, Ian J. Houston, Vince Duobinis, Kelvin King, Sydney Monteith, April Brousseau, Paul Emanuelli, Steve Bauld, Kevin McGuinness, Chris F. Jones, Scott Wilson, Michael Asner*
PHOTO/ILLUSTRATION/GRAPHICS jupiterimages.com
COVER Sydney Monteith

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CIRCULATION DIRECTOR Terry Gray
subs@summitconnects.com

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Dovetail Communications Inc.
Beth Kukkonen, Sales Manager
Tel: 905-886-6641, ext. 306
bkukkonen@dvetail.com, sales@summitconnects.com
Robyn Cooper, Account Manager
Tel: 905-886-6641 ext.305
Email: rcooper@dvetail.com

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The role of advisors in successful P3s

As P3s become more prevalent so does the range of professional advisors that provide the glue that can hold the partnership together.

by John Chenery

Crunching P3s – delivering transportation infrastructure in a recession

The credit crunch impacts the debate on whether or not to use P3s as a delivery method for building roads and bridges.

by Ian J. Houston

The Job Order Contract RFP

...provides a new approach to construction contracting, especially for projects in the \$50,000 to \$500,000 range.

by Vince Duobinis and Kelvin King



Know your vendors

How to manage and evaluate your consultant's performance

by Chris F. Jones



Purchasing professional consulting, Part III municipal matters

Recruiting and contracting professional consultants with transparency

by Steve Bauld and Kevin McGuinness

opinions

Accessibility laws and what they mean to you
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by April D. Brousseau

Testing, testing, testing for transparency and fairness
in my opinion

by Michael Asner

Economic crisis calls for precision drafting
checkpoint 2

by Paul Emanuelli



ADDING up SAVINGS

The Canadian Communities Purchasing Alliance comes to Canada

by Scott Wilson

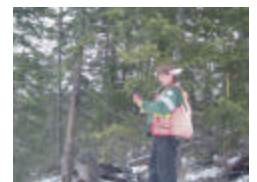
Come on out to the CPPC Forum

This annual forum, this year in Victoria is your opportunity to learn, share and network with your colleagues across Canada.

meet

Sydney Monteith
face to face

Sydney, based in the Cariboo-Chilcotin region of BC, is an operations technician and contracting officer with the BC Ministry of Forests.





Accessibility laws and what they mean for you

by April D. Brousseau

The *Accessibility for Ontarians with Disabilities Act, 2004 (AODA)* came into force in June 2005, but its impact is just beginning to be felt. Accessibility standards for customer service have now been established by regulation, with almost every public and private sector organization in Ontario needing to comply by January 1, 2010, for most public sector entities and January 1, 2012, for the private sector.

What it means to you

The customer service standards under the *AODA* came into force on January 1, 2008. These standards govern your organization's provision of goods or services to persons with disabilities.

Beginning in either 2010 (public sector) or 2012 (private sector), you will be required to comply with these standards and use reasonable efforts to ensure that you provide your goods or services in a manner that respects the dignity and independence of persons with disabilities.

Specifically, your manner of goods or service delivery should be integrated with that provided to others (unless an alternate measure is necessary) and ensure disabled clients have an equal opportunity to obtain, use, and benefit from your goods or services. Among other things, this means permitting the use of service animals, support persons, or other means of assistance when necessary, and facilitating alternative measures where the use of service animals is otherwise prohibited by law.

In addition, all organizations must:

- Establish policies that outline how you will provide goods or services to persons with disabilities – with these policies reduced to writing for all public sector organizations and those private sector companies with at least 20 employees. These written policies must be made available to

individuals upon request. Organizations must also file accessibility reports with the Ministry of Community and Social Services.


- Provide training to all persons (employees, agents, volunteers, etc.) who deal with members of the public or other third parties on behalf of your organization, and to all persons involved in developing your organization's accessibility policies.
- Provide a process for receiving and responding to feedback on how your organization provides services to the disabled.

A new age in enforcement

In addition to any enforcement process developed specifically under the *AODA*, the *AODA* is also subject to the *Regulatory Modernization Act, 2006*, which provides an integrated approach to enforcing provincial

laws and regulations across Ontario government ministries.

This means that inspectors who collect information about your organization in the course of their duties under one provincial law or regulation can now make observations that are likely to be relevant to enforcement or administration under the *AODA*. These observations can then be shared with *AODA* enforcement officials. This effectively expands the potential scope of inspection to which your organization may be subject and increases the chance that you'll face a full or partial inspection for which you may not be prepared.

With the deadline for the public sector to comply with *AODA* accessibility standards just over a year away, and the private sector's deadline also approaching, this is the time to review the *AODA* requirements and assess the actions that may be needed for your organization to comply. 

April D. Brousseau is an associate with WeirFoulds LLP in Toronto.

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