

From: Outreach Campaign (MSAA)

Sent: Thursday, April 2, 2026 12:10 PM

To: Sarah Johnson

Subject: Reply from the Ministry for Seniors and Accessibility

Thank you for your email to the Honourable Raymond Cho, Minister for Seniors and Accessibility, providing a resolution from the Council of the Municipality of Brockton regarding accessible pathways within convenience stores and similar small retail establishments.

Achieving accessibility is an ongoing effort that engages many partners. The goal of the AODA is to identify, remove and prevent barriers to inclusion for people with disabilities.

The [Accessibility for Ontarians with Disabilities Act, 2005](#) advances accessibility by developing, implementing, and enforcing accessibility standards in key areas of daily life. Standards have been created for customer service, information and communications, transportation, the design of public spaces, and employment.

Since the AODA was passed, the ministry has received input from standards development committees comprised of representatives from the disability community, businesses, and other internal and external strategic partners to review these standards and help move Ontario forward on its journey to create a more accessible and inclusive province.

More details about the ways the ministry continues to advance accessibility are available in the [AODA Annual Report](#) released each year on Ontario.ca.

We continue to welcome feedback and contributions from stakeholders and disability advocates. Feedback will be recorded and may be used to identify trends and inform official legislative reviews, as well as outreach and compliance activities.

Thank you again for taking the time to write and to advocate for improved accessibility for all Ontarians.

Sincerely,

Ministry for Seniors and Accessibility

Telephone: 416-849-8276 / 1-866-515-2025 (toll-free)

TTY: 416-326-0148 / 1-888-335-6611 (toll-free)

Fax: 416-325-9620

Facebook: [ONAccessibility](#)

X (Twitter): [@ONAccessibility](#)

LinkedIn: [Ontario Ministry for Seniors and Accessibility](#)