



In the absence of accessibility legislation

A story about customer service to people with disabilities caught the attention of national media recently, and provided an excellent opportunity to raise a number of issues. For example:

- The difference between human rights law, that provides redress for individual human rights violations, and accessibility law, that requires organizations to move towards higher standards of inclusion and equity;
- The need for accessibility legislation as well as human rights legislation in every jurisdiction in Canada;
- The fact that Canadians with disabilities are not “worse off” than Americans with disabilities, according to a number of macro-level indicators.

For more on this story, and on CDPA’s contribution to the debate, please [click here](#).