

## What can your business do to help protect and promote the Rights of Persons with Disabilities?

- Become familiar with the Act and know what is expected of you;
- Help educate your employees on your company's responsibilities to ensure the rights of persons with disabilities;
- Treat your customers with disabilities with the same courtesy, respect and fairness that you would treat your other customers;
- Ensure that persons with disabilities can access your premises (including your restrooms), and easily use your services;
- Ensure that parking spaces for disabled drivers are closest to your entrances, and that they are clearly marked and monitored;
- Don't tolerate discrimination by your staff or other customers! Call it out when you see it!



For more information on the Persons with Disabilities (Equal Opportunities) 2014, Act, how it affects you and your business, and how you can help, please view a copy of the Act online at [www.bahamas.gov.bs/socialservices](http://www.bahamas.gov.bs/socialservices). You may also contact the Secretariat of The National Commission for Persons with Disabilities; we will be happy to answer your questions, arrange an onsite meeting with you, or provide disabilities-related training/orientation for your staff!



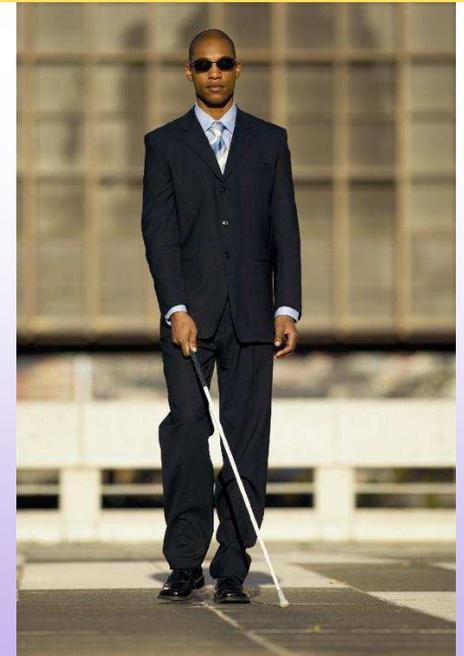
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**Protecting Rights**  
**Promoting Responsibility**  
**Ensuring Accessibility**  
**Advancing Equal Opportunities**

# Protecting the Rights Of Persons With Disabilities

**Tips for Businesses  
and other places accessed by  
the Public**



**The National Commission  
for Persons with Disabilities**

## Obligations of Business Owners and Operators of other places which the public is permitted to access:

The Persons with Disabilities (Equal Opportunities) Act, 2014, prohibits places to which the public is permitted access from discriminating against persons with disabilities.

“Persons with Disabilities” means persons with a long term disability including physical, mental, intellectual, developmental or sensory impairments and other health related illnesses which, in interaction with various barriers, may hinder full and effective participation in society on an equal basis with others.

A “public building” or “places which the public is permitted to access” means any building, irrespective of ownership, which is used and accessed by the public. This includes, but is not limited to, hotels, restaurants, retail stores, health clinics, hospitals, sports and recreation facilities, places of worship, schools, libraries, public transportation and movie theatres.

### Discriminatory Conduct Prohibited

Places which the public is permitted to access cannot deny goods or services to individuals on account of disability.

No person shall, on the ground of disability alone, deny a person with a disability admission into any premises to which members of the public are ordinarily admitted;

No person shall, on the grounds of disability alone, deny a person with a disability the provision of any service or amenity to which members of the public are entitled.

The proprietor of premises which the public is permitted to access shall not have the right, on the ground of a person's disability alone, to refuse such person admission to his premises.

*DID YOU KNOW .... that a person with a disability who is denied admission into any premises or is denied the provision of any service or amenity is considered to have suffered an injury and shall have the right to recover damages in court?*

### Reasonable Modifications of Facilities, Policies or Procedures

If persons with disabilities are denied access to premises, services or amenities to which members of the public are ordinarily admitted, then the National Commission for Persons with Disabilities may require the business owner or service provider to undertake at his own expense specific action that may be necessary

*A person with a disability may not be able to access premises, services or amenities because of **structural, physical, communication or administrative barriers.***

to remove the reason for the denial.

Places to which the public is permitted access are required to provide reasonable accommodation for persons with disabilities. This means that such places must remove barriers— *structural, physical or administrative*— in existing facilities where such removal is readily achievable and does not create undue burden.

Barrier removal is an ongoing obligation and places to which the public is permitted access are expected to remove barriers in the future as resources become available.

If barrier removal is not readily achievable, a building accessed by the public must make its goods and services available to people with disabilities through alternative methods. This may mean providing goods or services at an alternative location that is accessible, or ensuring that staff are trained to accommodate requests from persons with disabilities to ensure equal access to goods and services.

