

Accessibility for Ontarians with Disabilities Act (AODA)
Accessibility Standards for Customer Service/Ontario Reg. 429/07
TRAINING / INFORMATION AND POLICY ACKNOWLEDGEMENT FORM

I, _____ acknowledge that I have read, reviewed and understand the **Accessibility Standards for Customer Service/Ontario Regulation 429/07** and all applicable C.L.S.C. Policies in Sections #1, #2, #3, #4, #5. **Further I agree to adhere to this Policy and will ensure that employees working alongside me or under my direction adhere to these guiding principles.**

NEW POLICIES

- **Section #1 - “Establishing Accessibility Standards to Ensure that all Persons Receiving Services and Supports from C.L.S.C. Experience An Optimal Accessible Environment”**,
- **Section #2 - “Training / Information on Accessibility Standards for Customer Service”**

The review includes the following compliance requirements:

- Policies, practices and procedures
- Key principles
- Independence
- Dignity
- Integration
- Assistive Devices
- Communication
- Service Animals
- Support Persons
- Service Disruptions
- Acknowledgement of Staff
- Feedback

If you would like further information, you can access the following on-line training sessions.

www.mcsc.gov.on.ca/mcss/serve-ability/splash.html

www.ohrc.on.ca/en/learning/working-together-code-and-aoda

Employee (Print Name)

Date _____

Employee Signature

Manager's Signature

Date