

ACCESSIBLE CUSTOMER SERVICE POLICY

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) was passed by the Ontario legislature with the goal of creating standards to improve accessibility across the province in five areas:

- Customer Service
- Information and Communication
- Transportation
- Employment
- Built Environment

The Accessibility Standard for Customer Service is the first of the five standards and will take effect on Jan. 1, 2010. This standard details specific requirements for all service providers, including municipalities, one of which is to ensure that all third party contractors acting on the Township's behalf receive accessible customer service training.

By signing below you agree that you understand the guidelines contained in the Township's Accessible Customer Service Policy and will ensure your employees are aware of the policy.

Return this form to the:

**Accessibility Coordinator
Township of Woolwich
24 Church Street West, 2nd Floor
Elmira, Ontario
N3B 2Z6**

If you have any questions please contact the Accessibility Coordinator at 519-669-6005 OR 519-664-2613 extension 6005.

Company Name (print)

Name of Owner/Operator (print)

Signature

Date