

## Meeting the Provincial Accessibility Standard for Customer Service

The Province of Ontario through the Accessibility for Ontarians with Disabilities Act (AODA 2005), introduced a standard for customer service.

Municipalities and other obligated sectors were required to complete their training obligations by the end of 2009. Businesses, non-profit organizations and service providers with at least 1 (one) employee, must also comply with the requirements of this standard by January 1, 2012.

**Kevin M. Duguay Community Planning and Consulting Inc.** helped over 35 communities throughout Ontario and several area community and health organizations with the development and delivery of a range of training programs.

If you are interested in learning how your business or organization can meet the requirements of the standards please contact our office.

**Helping you create a Barrier-Free Ontario!**



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