



The Corporation of the Township of Wellesley
4639 Lobsinger Line, R. R. # 1 St. Clements, Ontario N0B 2M0
Telephone: 519.699.4611 Fax: 519.699.4540

ACCESSIBLE CUSTOMER SERVICE POLICY

Third Party

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.

The Accessibility Standard for Customer Service is the first of the five standards and has taken effect as of January 1, 2010.

This standard has specific requirements for all service providers including municipalities

Customer Service Standard (in part)

6. (1) *Every provider of goods or services shall ensure that the following persons receive training about the provision of its goods or services to persons with disabilities:*

***Every person who deals with members of the public or other third parties on behalf of the provider, whether the person does so as an employee, agent, volunteer or otherwise.*

Staff, volunteers and third party contractors are required to provide in writing that they have reviewed the materials.

Please sign below acknowledging that you understand and agree with the policies contained in the pamphlet "Understanding Accessible Customer Service" and return to the Township of Wellesley Administration Office.

Name (please print)

Date

Signature