

Accessible Customer Service Third Party Contractors

The Accessibility Standards for Customer Service, Ontario Regulation 429/07 was created under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

The standard sets out obligations for certain persons, businesses and other organizations to provide goods or services in a way that is accessible to people with disabilities in Ontario.

The standard applies to:

- Designated public sector organizations (compliance deadline 2010-01-01) and
- Every other person or organization that provides goods or services to the public or to other organizations (third parties) and that has one or more employees in Ontario (compliance deadline 2012-01-01)

~ Principles ~

**Dignity
Independence
Integration
Equality**

Your business → has been contracted by the City of Sault Ste. Marie.

Municipalities → are obligated by legislation to provide accessible customer service.

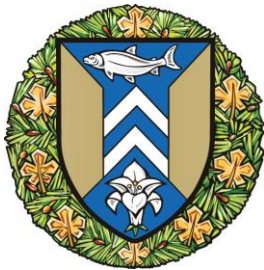
Your business → agrees that under contract with the City of Sault Ste. Marie the Contractor shall declare it has read, understands and complies with the Accessibility For Customer Service Regulation 429/07.

For further details please refer to the Province of Ontario's , Ministry of Communication and Social Services, or AccessON.ca for details.

Training links for third party contractors:

<https://accessforward.ca/> - Access Forward

<https://www.ohrc.on.ca/en/online-learning/working-together-code-and-aoda> - Working Together: The Code and the AODA



I _____,

(NAME)

owner of _____

(COMPANY NAME)

confirm that I have read, understand and comply with Reg. 191/11: INTEGRATED ACCESSIBILITY STANDARDS

(SIGNATURE)