



*Inspiring Possibilities
...in an inclusive Community that only sees Abilities*

ACCESSIBLE CUSTOMER SERVICE POLICY

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) in Ontario is working toward making the province accessible for people with disabilities by 2025.

Under this Act, Ontario has developed accessibility standards to meet their goal. The first accessibility standard, The Accessibility Standards for Customer Service came into affect for non-profit and small businesses as of January 1st, 2012. This standard states what organizations in Ontario must do to make their goods and services more accessible to people with disabilities.

Community Living Fort Erie (CLFE) is committed to providing quality goods and services that are accessible to everyone. We believe in fostering an inclusive community by identifying and removing barriers faced by persons with disabilities. Therefore, CLFE has approved the implementation of the agency's ACCESSIBLE CUSTOMER SERVICE POLICY. This policy ensures that our goods and services are consistent with the four principles that respects:

Dignity
Independence
Integration
Equal opportunity for all people

This policy is available upon request at our Administrative Office. We also welcome Accessible Customer Service Feedback on the delivery of the agency's accessible services. We would appreciate receiving your suggestions for improvements. The feedback form is available at the following location:

615 Industrial Drive, 905-871-6770

All employees and volunteers have received training on providing accessible customer service. To learn more about the (AODA), contact:

Website: Ontario.ca/AccessON
Phone: 1-866-515-2025

TTY toll-free: 1-800-268-7095
Fax: 1-416-325-3407