

ACCESSIBLE SERVICES POLICY FOR CUSTOMERS

Through the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), Ontario is working towards 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 business 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 St. Catharines (CLSC) 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, CLSC has approved for implementation the agency’s Accessible Customer Service Policy. This policy ensure that our goods and services are consistent with the four principles that respects:

- Dignity
- Independence
- Integration and
- Equal opportunity for all people

This policy is available upon request at the Administrative Offices; and as requested, will be provided in an accessible format. 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 online or at the following location:

- Administrative Offices, 79 Welland Avenue, or phone 905-688-5222

All employees and volunteers will have received training on provide accessible customer service.

To learn more about the Accessibility for Ontarians with Disabilities Act (AODA)

Contact:

Website: Ontario.ca/AccessON

TTY toll-free: 1-800-268-7095

Phone: 1-866-515-2025

Fax: 1-416-325-3407

[Administrative Offices](#)

