



# Understanding Accessible Customer Service

---

This letter is to advise you of the new requirements of the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* as passed by the Ontario legislature with the goal of creating standards to improve accessibility across the Province.

The purpose of the accessibility standards is to move organizations in Ontario forward on accessibility. The standards will set requirements in a number of key areas.

All private sector organizations in Ontario must comply with the Customer Service Standards by January 1, 2012.

As a public sector organization, Town of The Blue Mountains is committed to providing exceptional and accessible service for its customers. Goods and services will be provided in a manner that is based upon the principles of **dignity, independence, integration** and **equal opportunity** to all of its customers. The provision of goods and services to persons with disabilities will be integrated wherever possible. Persons with disabilities will benefit from the same services, in the same place, and in a similar way as other customers.

Businesses and individuals that The Blue Mountains has contracted to provide goods or services to customers must ensure that their employees, agents and subcontractors are trained on providing accessible customer service. This includes recreation program instructors, professional consultants, construction workers, and more.

To assist you with compliance with the Act and for further information, please visit the Ministry of Community and Social Services website:

<http://www.mcsc.gov.on.ca/en/mcss/programs/accessibility/customerService/Under20.aspx>

The above website contains a Customer Service Toolkit to assist in the development of the required policy's and training.

All vendors will be required to complete the Town's Accessibility Compliance Form as a one-time registration in order to do work on behalf of the Town.

Thank you for doing business with The Blue Mountains. We look forward to a mutually beneficial working relationship as we work to include these new standards into our everyday business.



# Accessibility Compliance Form

---

I, the undersigned, in submitting the Accessibility Compliance Form (hereinafter “form”) to: The Corporation of The Town of The Blue Mountains (Hereinafter “Town”) for Conformation of Accessibility Compliance do hereby make the following statements that I certify to be true and complete in every respect: I certify, on behalf of

---

Company Name (hereinafter “Company”)

---

Company Mailing Address (including postal code)

that:

1. I have read and I understand the contents of this Form;
2. I understand that if this Form is found not to be true and complete in every respect the Town has the authority to discontinue the services of the Company.
3. I am authorized by the Company to sign this Form and to submit on behalf of the Company;
4. I/We acknowledge that as a vendor of the Town of The Blue Mountains we are bound to comply with all Accessibility Standards under the *Accessibility for Ontarians with Disabilities Act, 2005* as amended from time to time.
5. I/We declare that I/We have read, understand and will meet or exceed all enacted Accessibility Standards as amended from time to time.
6. I/We further declare that I/We will undertake to ensure all employees, agents, volunteers and subcontractors hired by us in completion of our work will also comply with the above Standards. This would include any new employees in the future.

---

Printed Name and Signature of Authorized Agent of Bidder

---

Position Title and Date

---

Email Contact Information

---

Phone and Fax Number Contact Information