



AccessAbility
Advantage
Making Business Accessible

Accessible Customer Service Standard

Accessibility for Ontarians with Disabilities Act (AODA)

Questions + Answers

- Q. Does this affect me? → A. The Customer Service Standard will affect almost every organization in Ontario
- Q. What do I need to do? → A. Develop policies, procedures and train staff
- Q. Where do I start? → A. Our experts have the answers
Call (416) 425-3463 x 7286 or visit www.AccessAbilityAdvantage.ca and find out more

You MUST complete these steps by
January 1 2012

We can help

- 1 Develop policies and procedures →
- 2 Review Practices →
- 3 Train your staff

Your one-stop shop for accessibility consulting

www.AccessAbilityAdvantage.ca

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