



Accessibility Customer Service Training

The Accessibility for Ontarians with Disability Act, 2005 (AODA) became law on June 13, 2005. The government of Ontario will develop mandatory accessibility standards that will identify, remove and prevent barriers for people with disabilities in key areas of daily living and will apply to both private and public sector organizations throughout Ontario.

The first standards under the OADA are the Accessibility Standards for Customer Service (Ontario Regulation 429/07). The Board is required to comply with the standard January 1, 2010 and provide training to all employees with respect to this standard.

As a result, you are required to view a series of short video clips to familiarize yourself with the requirements. Information on how to access these videos follows.

Instructions:

- Visit <http://oesc-cseo.org>
- Click on "English"
- On left-hand side, click on "Training"
- Then follow on screen instructions regarding training
- Please note that each video will play for a few minutes and then you will have to click on "next" to continue to the next video

Please note that you are required to watch each video in its entirety and will need approximately 30 minutes.

Declaration:

This will confirm that I have viewed the video series on Accessible Customer Service in its entirety on the date noted below.

Print Name: _____

Signature

Date