

AODA CONTRACTOR COMPLIANCE STATEMENT FORM

In accordance with the requirements of Section 6 of the Accessibility Standards for Customer Service and Section 7 and 36 of the Integrated Accessibility Standards under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), all persons who provide goods, services, or facilities on behalf of the Town of Collingwood must be trained on the requirements of each regulation and the Ontario Human Rights Code by January 1, 2014. This training includes:

Accessible Customer Service Standard, Regulation 429/07

1. Review of the purposes of the AODA and requirements of the Customer Service Standard
2. How to interact and communicate with persons with various types of disabilities
3. How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person.
4. How to use equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods or services to a person with a disability
5. What to do if a person with a particular type of disability is having difficulty accessing the providers goods or services
6. Town of Collingwood's Customer Service Policy and Statement of Commitment

Integrated Accessibility Standards, Regulation 191/11

1. Requirements of the Integrated Accessibility Standards include the following:
 - a. General Requirements
 - b. Information and Communication Standard
 - c. Employment Standard
 - d. Transportation Standard
 - e. Design of Public Spaces Standard
 - f. Human Rights Code

The Contractor confirms and certifies to the Town of Collingwood that:

1. I/We are in full compliance with the Accessibility Standards for Customer Service and the Integrated Accessibility Standards under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and have provided the necessary training to employees, volunteers, agents or others for who we are responsible.
2. The required AODA training is delivered on an ongoing basis including new employees, agents, volunteers and other persons engaged by the Contractor in the provision of goods, services and facilities under this Agreement;
3. The Contractor shall keep a record of the training provided, which includes the dates the training is provided and the number of individuals that receive the training. The records shall be available to the Town of Collingwood upon request;
4. I/We shall only assign employees who have successfully completed training in accordance with the requirements of the AODA.

Company Name: _____

Authorized Signature: _____

Title: _____ **Date:** _____