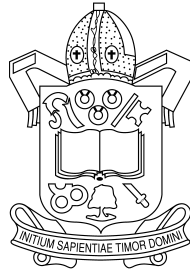


Thorneloe University



Accessibility for Ontarians with Disabilities Act (AODA)

Employee Name: _____
(please print)

Orientation Date: _____ (dd/mm/yy)

Position/job title: _____

As of January 1, 2008, the Customer Service standard became law. As an organization under the Customer Service standard, all universities, municipalities and the public sector must comply with this standard.

The “Accessible Customer Service” module summaries will help you understand the standard and how to comply.

- I have received and read the “Accessible Customer Service” module summaries.

I understand:

- The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Accessibility Standards for Customer Service
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- How to use the equipment or devices available on the premises that may help with the provision of goods or services to people with disabilities
- What to do if a person with a disability is having difficulty in accessing the goods and services

Worker: (please sign)

Date: (dd/mm/yy)