



**Canadian Centre for Accreditation**

*Excellence in community services*

**Centre canadien de l'agrément**

*L'excellence en matière de services communautaires*

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## **AODA Customer Service Standard - Training Acknowledgement**

The Canadian Centre for Accreditation, CCA, operates in full compliance with the Accessibility for Ontarians with Disabilities Act (AODA). We are committed to providing quality services that are accessible for all people.

All staff, reviewers, volunteers and Board members who work for or on behalf of CCA will receive information and/or training as required by the *Accessibility Standards for Customer Service*. The preferred method of training is the online training module found on the AccessForward web-site at <https://www.accessforward.ca/front/customerService/>. For those wishing to receive the training in another format, information can be provided in hard copy upon request.

My signature below confirms that I have received training and/or information about the *Accessibility Standards for Customer Service* and I am familiar with:

1. The background and purpose of AODA.	Initial
2. The practices of CCA in providing services to persons with disabilities.	
3. The requirements related to the use of service animals.	
4. The requirements related to the use of support people.	
5. The practices related to the use of assistive devices.	
6. The practices for notification for temporary disruptions in services or facilities.	
7. The training requirement.	
8. The requirement to provide requested documents in alternate formats if requested.	
9. The requirement to make available documents required through the standards.	
10. The process for providing feedback regarding the accessibility of CCA	

I further understand that persons at organizations served by CCA will not be denied service or information based only upon their disability.

\_\_\_\_\_  
*Print Name*

\_\_\_\_\_  
*Date*

\_\_\_\_\_  
*Signature*