

May 11, 2010



**Non-profit organizations will soon have to comply!**

**Accessibility Standards for Customer Service Information and Outreach Forum for Non-Profit Organizations presented by the Accessibility Directorate of Ontario, Ministry of Community and Social Services**

To view the information flyer, click [here](#).

To view the invitation letter, please see below.

Please note: This forum is the **first** in a series of outreach and information sessions that will be delivered to non-profit organizations across the province.

*Please note: SPORT<sub>4</sub>ONTARIO will have a representative in attendance at this information session.*

Ministry of Community and Social Services	Ministère des Services sociaux et communautaires
Director's Office	Bureau du directeur
Outreach and Compliance Accessibility Directorate Of Ontario	Liaison et de la conformité Direction générale de l'accessibilité pour l'Ontario
6th floor, Suite 601A 777 Bay Street Toronto ON M7A 2J4	6e étage, bureau 601a 777, rue Bay Toronto (Ontario) M7A 2J4

May 10, 2010

Dear Executive Director:

Did you know that non-profit organizations in Ontario will soon be required to comply with a new regulation on providing accessible customer service to people with disabilities? It's called the Accessibility Standards for Customer Service, Ontario Regulation 429/07.

I am pleased to invite you to attend a half-day forum for non-profit organizations to learn about the customer service standard. The Accessibility Directorate of Ontario (ADO) is hosting this forum which will be held on Tuesday, June 15, 2010 at the CNIB Centre (1929 Bayview Avenue, Toronto) between 8:00 and 11:45 am. The forum will give you an opportunity to:

- † learn about the customer service standard and its requirements.
- † gain information about the resources available to help your organization understand and meet the requirements of the standard.
- † discuss approaches to increase awareness and understanding of the customer service standard.
- † network with other non-profit umbrella organizations.

As you may already know, in 2005, the Accessibility for Ontarians with Disabilities Act, (AODA) was passed unanimously by the provincial legislature. This groundbreaking piece of legislation is the first of its kind in this country and provides a 20-year roadmap to make Ontario accessible to people with disabilities. Through the Act, accessibility standards are being developed.

The first of these standards, the Accessibility Standards for Customer Service, came into effect on January 1, 2008 and **applies to every organization that operates in Ontario, provides goods or services to the public and has at least one employee.** The deadline for compliance by designated public sector organizations was January 1, 2010. **The compliance deadline for private sector and non-profit organizations is January 1, 2012.**

To learn more about this standard, please visit our website at

[www.mcscs.gov.on.ca/en/mcscs/programs/accessibility/ComplyingStandards/index.aspx](http://www.mcscs.gov.on.ca/en/mcscs/programs/accessibility/ComplyingStandards/index.aspx).

The Accessibility Directorate of Ontario is implementing outreach and education activities with the private and non-profit sectors to ensure that all 360,000 organizations become aware of their obligations under the customer service standard. This forum is the first in a series of outreach and information sessions that will be delivered to non-profit organizations across the province.

I hope that you will be able to attend this forum. Please confirm your attendance using our on-line registration system at:

<https://event-wizard.com/secured/EWProV1/Forms/Welcome.asp?Ecode=ministrysocial&ClientCode=socialservices&Lang=English>

I look forward to meeting with you.

Sincerely,

Alfred Spencer

Director

Outreach and Compliance Branch

Accessibility Directorate of Ontario

With support from:



Our mailing address is:

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