**Customer Service Standards**

 The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) is a law that was passed in Ontario in 2005. The goal of the Act is to achieve accessibility for all Ontarians with disabilities by 2025.

 Under the Act, the Ontario government is putting accessibility standards in place in the following areas:

* Customer Service
* Employment
* Information and communications
* Transportation
* Built environment

The Customer Service Standard was the first standard developed and approved as a law in January 2008. This standard has been designed to make customer service more accessible to people with disabilities.

 OPTIONS northwest has developed policies and procedures to meet the Accessibility Standards for Customer Service and provided training to our designated staff to meet the needs of all of our customers, including persons with disabilities. We strive to ensure that all reasonable efforts are made to ensure that all policies, procedures and practices are consistent with the principles of independence, dignity, integration and equality of opportunity to all.

 Feedback on experiences with or concerns about accessibility of services to people with disabilities is welcome and can be directed to the Executive Director.

 Requests to view OPTIONS northwest’s accessibility related documentation can be directed to any Director or Supervisor of the organization.

We thank you for taking the time to become familiar with our Customer Service Standards.