



ACCESSIBLE CUSTOMER SERVICE NOTICE of AVAILABILITY of DOCUMENTS

The Accessibility for Ontarians with Disabilities Act, 2005 (the "AODA") is a Provincial Act with the purpose of developing, implementing and enforcing accessibility standards in order to achieve accessibility for persons with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises.

Under the AODA, Ontario Regulation 429/07 entitled "*Accessibility Standards for Customer Service*" came into force on January 1, 2008. The Regulation establishes accessibility standards specific to customer service for public sector organizations and other persons or organizations that provide goods and services to members of the public or other third parties.

As required by Ontario Regulation 429/07, the Township adopted an *Accessibility Policy* and *Accessible Customer Service – Practices and Procedures* at its regular meeting on October 23, 2009. These documents are available upon request and are also available on the Township's website. To obtain the documents in an alternate format, with consideration to persons with a disability, please contact the Township's Clerk. The Township and the individual making the request will agree on what format will be used.

Township of The Archipelago
9 James Street
Parry Sound, Ontario P2A 1T4
Phone: 705-46-4243
Fax: 705-746-7301
e-mail: skaegi@thearchipelago.on.ca

Dated this 26th day of October, 2009