

AODA Self-Certified Accessibility Report

	Question	Answer
1	Is your organization complying with the requirements of the Customer Service Standard that came into effect prior to this report?	YES
2	Do you have policies, practices and procedures on providing goods or services to people with disabilities?	YES
3	Have you established and documented a process to receive and respond to feedback on how your goods or services are provided to people with disabilities, including actions that you will take when a complaint is received?	YES
4	When asked, do you provide tailored emergency response information for your employees who have disabilities?	YES
5	Do you make your accessibility policies available to the public?	YES
6	Have you established, implemented, maintained and posted a multi-year accessibility plan?	YES
7	When asked, do you provide emergency procedures, plans or public safety information to the public in an accessible format?	YES
8	Do your new internet websites and the content in them conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A?	YES
9	Do you ensure that every person who deals with the public or other third parties on behalf of your organization, and every person who participates in developing your policies, practices and procedures on providing goods or services, receives training about providing goods or services to people with disabilities?	YES