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London
CANADA

November 20, 2009

To Whom It May Concern,

RE: New Requirement to Provide Accessible Customer Service Training

The Ontario Government has passed new laws to make Ontario more accessible. In 2007, the *Accessibility Standards for Customer Service* came into force. All public sector organizations in Ontario must comply with the regulation by January 1, 2010. All private sector organizations in Ontario must comply by January 1, 2012.

In order for the City of London to be compliant with these customer service standards, any person or organization that provides goods or services to customers on behalf of the Corporation of the City of London must be trained on providing accessible customer starting January 1, 2010. If your organization or company provides goods or services on behalf of the City of London, you are responsible for ensuring that all your employees, contractors or agents have been trained in providing accessible customer service.

Starting in 2010, these training requirements will be included in all contracts and purchasing agreements with the City of London.

There are many free resources available to assist you in providing training to your staff. Please visit www.london.ca/accessibility to access free training videos and resources. Please also feel free to contact Robin Armistead at 519-661-2500 ext. 5475 or rarmiste@london.ca with any questions or concerns.

Thank you for your cooperation. Together, we can make the City of London a community that is more accessible to everyone.

Sincerely,

Jeff Fielding
Chief Administrative Officer
City of London