
AODA Customer Service - Is YOUR business ready?

Lynne Bard of



will be facilitating a series of lunchtime seminars of Accessibility for Ontarians with Disabilities Act (AODA)

Where? CW Chamber office 400 Tower Street South, Fergus

Time? 12 noon - 1 pm (except Dec 7th which will be a 2hour session from 10-12 noon)

| DATE | TOPIC |
|---------------|---|
| October 5th | An introduction to AODA Customer Service and Integrated Standards. |
| October 12th | AODA Customer Service - What you must do to comply - a step by step process. |
| November 9th | AODA - Completing your Gap analysis - Assessing your workplace. |
| November 23rd | AODA Customer Service - Beyond the deadline - What you must do! |
| December 7th | AODA - Customer Service - The Crunch is On - Introduction to AODA, Customer Service Compliance in a 6 Step Process & Beyond the deadline. (a condensed 2 hour session covering the 4 topics) |

Cost: Payable to the Centre Wellington Chamber of Commerce

\$10 per person (Oct 5-Nov 23)
\$25 per person (for Dec 7)

Limited seating so please **RSVP** to membership@cwchamber.ca to secure your spot!

Bring your lunch, coffee and tea will be available.