

# Accessibility Standards for Customer Service

## Notice of Accessibility of Documents



The Ottawa-Carleton Association for Persons with Developmental Disabilities (OCAPDD) strives for excellence in serving all of our clients. We are committed to ensuring that persons with disabilities have equal access to our services and receive the same quality of services, in a manner that respects their dignity and independence.

OCAPDD has adopted the policies required by the Accessibility Standards for Customer Service enacted under the *Accessibility for Ontarians with Disabilities Act, 2005* ("AODA"), which reflect the longstanding practice and commitment to accommodate the needs of persons with disabilities in the provision of our services, and to eliminate barriers that may impede access to our services.

OCAPDD will provide any person with a copy of the document(s) required under the Customer Service Standard, Ontario Regulation 429/07 upon request. These documents include the following policies and procedures:

- **OCAPDD – AODA Policy and Procedure**
- **1.1 Accessibility for Ontarians with Disabilities Act**
- **2.1 Accessible Customer Service**
- **3.1 Communication**
- **4.1 Assistive Devices**
- **5.1 Customer Feedback**
- **6.1 Notice of Availability of Documents**
- **7.1 Notice of Temporary Service Disruption**
- **8.1 Support Persons and Service Animals**
- **9.1 Training**
- **10.1 Emergency Evacuation Plan – Office Locations**

**You may request OCAPDD documents in an accessible format or with communication supports.**

**For copies of the documents or more information please contact:**

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