

Community Living Access Support Services (CLASS) Policy and Procedure Manual

CLASS Promotes Choice for People with Disabilities

<i>Manual Section</i>	<i>Policy Topic</i>	Original Date:	Policy Review:
I Introduction	5 Accessible Customer Service	Sept 12, 2011	<i>Dates reviewed</i> January 21, 2013 December 15, 2014
Policy Approved By:	<hr style="width: 60%; margin: 0 auto;"/> (on behalf of the Board of Directors)	<i>Date: December 15, 2014</i> <i>Confirming most recent version of policy</i>	

Policy:

The purpose of this policy is to address the accessibility requirements of *Ontario Regulation 429/07, Accessibility Standards for Customer Service* under the *Accessibility for Ontarians with Disabilities Act, 2005* and will apply to Board Members, all CLASS employees as well as volunteers, agents, contractors, or third parties who represent or act on behalf of CLASS in any manner.

CLASS intends to meet the requirements of the Act and all goods and services provided by CLASS shall follow the principles of dignity, independence, integration and equal opportunity.