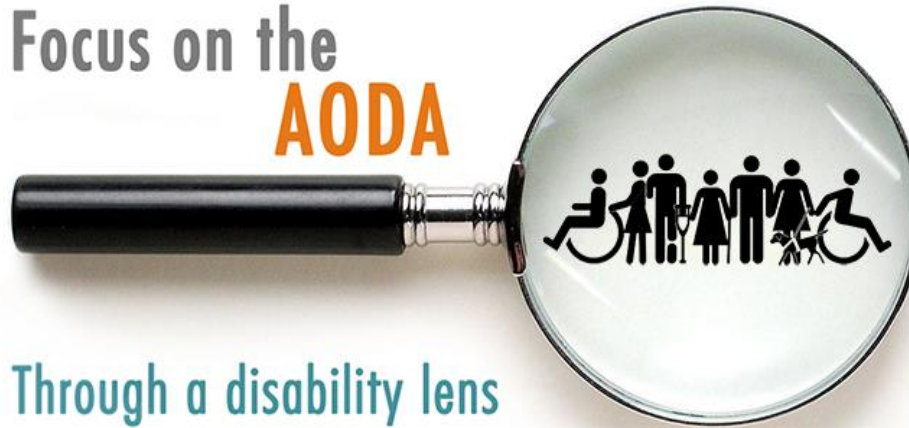


THE ELEVENTH ANNUAL FALL EMPLOYER CONFERENCE

Focus on the
AODA



Through a disability lens

JOIN[®]
THE ONTARIO JOB OPPORTUNITY INFORMATION NETWORK
www.joininfo.ca

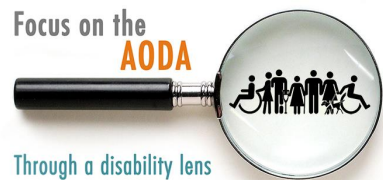
together with

 **Scotiabank**[®]

PLATINUM STANDARDS AND MYSTERY GUESTS EXPERIENCE

AUDIT Template Sampling – CS Standards AODA

AODA CSS Requirements	Deadline for Compliance for private and not-for-profit organizations	Fully Implemented	In Development	Not Started	Will Require External Support	Anticipated Compliance Date
Develop policies, practices and procedures	January 1, 2012	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Training	January 1, 2012	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Feedback	January 1, 2012	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Complaints	January 1, 2012	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Reporting Compliance	December 31, 2012 for organizations with 20+ employees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

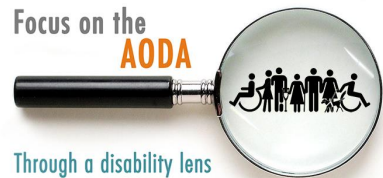


PLATINUM STANDARDS AND MYSTERY GUESTS EXPERIENCE

AUDIT Template Sampling – CS JOIN Standards

JOIN Platinum Standards Considerations	Fully Implemented	In Development	Not Started	Will Require External Support	Anticipated Compliance Date
General Customer Service JOIN Platinum Standards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Assistive Devices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Communicating with Persons with Disabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Service Animals and Support Persons	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Admission Fees for Support Persons	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notice of Temporary Disruption of Service or Access	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Training Program for All Employees and Volunteers, and Third Parties who Provide Services on your Behalf	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Training for Policy Developers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Serving Persons with Assistive Devices or Support Persons	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Assisting Persons to Access Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Feedback Process on Your Organization's Service to Persons with Disabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

PLATINUM STANDARDS AND MYSTERY GUESTS EXPERIENCE



PLATINUM STANDARDS AND MYSTERY GUESTS EXPERIENCE

