

Dear Volunteer,

The province of Ontario has committed to becoming accessible to people with disabilities by the year 2025. The legislation is called the [Accessibility for Ontarians with Disabilities Act \(AODA\)](#). As part of this commitment, registered charities like Unionville Alliance Church are required to follow the accessibility rules and deadlines that have been set out by the province. An important aspect of this legislation is that **Unionville Alliance Church must train its staff, board members and volunteers on Ontario's accessibility laws.** To ensure that we comply with this legislation, please complete the following online training module at your earliest convenience. This module is free, courtesy of the Province of Ontario, and **will take 30 - 40 minutes to complete.**

Customer Service Standard (30-40 minutes)

<https://www.accessforward.ca/customer-service-standard/>

Once you have completed the course, please complete and sign the "Certificate of Training" and submit a copy to the office for our records:

1. Go to this [link](#) (also below) to download and print the certificate.
2. Fill in your name at the top of the page, select the box "Required topics for the Customer Service Standard training", and put your signature and date at the bottom.
3. Submit a copy via email (u-protect@uachome.org) or in-person at our office.

If you have previously completed this training, you are not required to take it again. Please kindly submit a copy of your Certificate of Training.

Certificate of Training:

<https://accessforward.ca/wp-content/uploads/2023/05/Sample-Cerificate-English.pdf>

God bless,

Pastor Allison Alvares

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