

MEDIA RELEASE



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HELPING BUSINESSES BREAKDOWN ACCESSIBILITY BARRIERS

Trent Hills: The Ontario Chamber of Commerce (OCC) and the Trent Hills and District Chamber of Commerce will be hosting a workshop to help Ontario businesses comply with Ontario's new customer service standard.

"Breaking down barriers for people with disabilities, begins by breaking down barriers for organizations that want to better serve them," says Len Crispino, President & CEO of the Ontario Chamber of Commerce. "Compliance requires knowledge and access to the right tools. The OCC and our chamber network are determined to help businesses throughout Ontario get both so that they can better serve the growing population of people with all types of disabilities."

Accessibility Works is a partnership between the OCC and local chambers of commerce and boards of trade in Ontario and the Accessibility Directorate of Ontario to help businesses comply with the Accessibility Standards for Customer Service (customer service standard). The customer service standard is one of five that will form part of the Accessibility for Ontarians with Disabilities Act (AODA).

The workshop on the customer service standard will provide the necessary information and make it easier for business owners, their staff, volunteers and contractors to meet the training and other requirements under the new standard. The session will be held at the Hastings Civic Centre, 6 Albert Street East, Hastings on Thursday, March 3rd at 6:30 pm.

"The workshop will help our members become more aware of and comply with the customer service standard, in order to make their services even more accessible to all of their customers," says Brian Redden, President of the Trent Hills and District Chamber of Commerce.

The customer service standard applies to all people, businesses and organizations that provide goods or services either directly to the public or to other businesses or organizations and have one or more employees. All organizations must be in compliance by January 1, 2012.

The Ontario Chamber of Commerce (OCC) is a federation of 160 local chambers of commerce and boards of trade in the Province of Ontario, representing 60,000 businesses of all sizes, in all economic sectors and from every area of the province. In its mandate to advocate strong policies on issues affecting its members, the OCC is currently focused on economic renewal and business competitiveness. Its over-arching goal is to make Ontario the most competitive jurisdiction in North America.

For further information about the workshop:

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