

**Kelly Lush**

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**From:** Ministry for Seniors and Accessibility <AODAoutreach@ontario.ca>  
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**To:** Kelly Lush  
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# AODA Toolbox



What you need to know about Ontario's accessibility laws

The [Accessibility for Ontarians with Disabilities Act, 2005](#) (AODA) is intended to reduce and remove barriers for people with disabilities so that Ontario can become more accessible and inclusive for everyone. Collaboration among businesses, organizations, communities and all levels of government is key to reaching this goal.

**The Minister for Seniors and Accessibility is recruiting Ontarians with expertise in accessible customer service and lived experience of disability to participate in a Standards Development Committee.**

Do you have experience with accessibility and customer service? Have great ideas about how people with diverse disabilities can be welcomed and served in Ontario businesses? Our government wants to gather your expertise and experience to help improve Ontario's standards for accessible customer service.

The Minister for Seniors and Accessibility is recruiting Ontarians with expertise in accessible customer service and lived experience of disability to participate in a Standards

Development Committee. This committee is responsible for reviewing current accessibility standards related to customer service under [the Accessibility for Ontarians with Disabilities Act, 2005 \(AODA\)](#).

The review of [the Customer Service Standards](#) Development Committee is set to launch its work in spring 2023 and run for 12 months.

If you are interested in applying to be a member of the Customer Service Standards Development Committee, please email [CSSDCrecruitment@ontario.ca](mailto:CSSDCrecruitment@ontario.ca) by April 19, 2023. Attach your resume or a short description of yourself, including relevant experience or expertise in accessible customer service and lived experience of disability.

The Ministry for Seniors and Accessibility encourages applications from people with disabilities. Accessibility supports are available on request for each part of the application and selection process.

For more information on member qualifications, the time commitment required and remuneration, please visit this [LinkedIn web post](#) about membership.

Please also share this membership opportunity with your networks.

For any additional information, or if you require accessibility supports to submit your application, please reach out to us by email at [CSreviewSDC@ontario.ca](mailto:CSreviewSDC@ontario.ca).

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