

**THE MUNICIPAL CORPORATION OF THE TOWNSHIP OF STRONG**

**BY-LAW #2014-022**

Being a by-law to adopt Customer Service and Integrated Accessibility Standards Regulation Policies.

**WHEREAS** the Province of Ontario passed the Accessibility for Ontarians with Disabilities Act (“AODA”), 2005;

**AND WHEREAS** the Province of Ontario passed Ontario Regulation 429/07 Accessibility Standards for Customer Service made under the AODA requiring municipalities to establish customer services policies, practices and procedures governing the provision of its goods or service to persons with disabilities;

**AND WHEREAS** the Province of Ontario passed Ontario 191/11 Integrated Accessibility Standards made under the AODA requiring organizations to develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements in the Regulation;

**NOW THEREFORE** the Council of the Township of Strong does hereby adopt the attached Customer Service Policy, attached as Schedule “A” and Integrated Accessibility Standards Policy, attached as Schedule “B” to this By-law.

Read a first, second and third time,  
signed and the seal of the  
Corporation affixed thereto and  
finally passed in open Council this  
25<sup>th</sup> day of November, 2014.

\_\_\_\_\_  
MAYOR, Christine Ellis

\_\_\_\_\_  
CLERK-TREASURER, Linda Maurer