

## AODA Training Matrix Report 2024

### AODA Training Course Outline (4safecom.com)

In an effort to break the barriers, remove stigma and give people with disabilities full rights to participate in their lives, the Ontario government created the Accessibility for Ontarians with Disabilities Act which includes the Accessible Customer Service or Customer Service Standard. The Customer Service Standard is the first standard under the Act and is the focus of this foundational course. Under this standard, businesses must train all staff dealing with members of the public or other third parties and individuals that develop customer service policies about serving customers with disabilities. In compliance with the Ontario Regulation 429/07 Accessibility for Ontarians with Disabilities Act – Customer Service Standard, this course provides the required and necessary information for all customer service employees in Ontario. Disabilities don't discriminate; unfortunately, sometimes people do (often unintentionally). Take this course and help stop the stigmas.

**Training Status Legend:** + Completed / o Required / x Not Required

Employee Name	Training Modules						
	4safecom.com	accessforward.ca					
	AODA	Human Rights Code	General Requirements	Customer Service	Information & Communication	Employment Standard	Design of Public Spaces
A, Hannah	+	+	+	+	+	+	+
B, Emily	+	+	+	+	+	+	+
B, Marielle	o	+	+	+	+	+	+
B, Serge	+	x	x	x	x	x	x
B, Jason	+	x	x	x	x	x	x
B, Keira	+	x	x	x	x	x	x
B, Randy	+	x	x	x	x	x	x
B, Danielle	+	+	+	+	+	+	+
B, Wilbert	x	x	x	x	x	x	x
C, Aimee	+	o	o	o	o	o	o
C, Cassandra	+	+	+	+	+	+	+
C, Taylor	+	x	x	x	x	x	x
C, Aurora	+	x	x	x	x	x	x
D, Tammy	+	x	x	x	x	x	x
D, Forest	+	x	x	x	x	x	x
F, Jacob	+	x	x	x	x	x	x
F, Margaret-Anne	+	+	+	+	+	+	+
G, Bill	x	x	x	x	x	x	x
G, Tom	+	x	x	x	x	x	x
L, Guy	+	x	x	x	x	x	x
L, James	+	+	+	+	+	+	+
L, Adia	+	x	x	x	x	x	x
M, Lisa	+	+	+	+	+	+	+
M, Parker	x	x	x	x	x	x	x
M, Dan	+	x	x	x	x	x	x
M, Patricia	+	+	+	+	+	+	+
M, Karen	+	+	+	+	+	+	+
N, Brendan	+	x	x	x	x	x	x
R, Jacob	x	x	x	x	x	x	x
R, Josee	o	+	+	+	+	+	+
S, Allana	+	+	+	+	+	+	+
W, Melissa	o	o	o	o	o	o	o
W, Wayne	x	x	x	x	x	x	x
W, Chris	+	+	+	+	+	+	+