

# Advisory Committee of Council Memo

---



Date	January 23, 2025
To	Accessibility Advisory Committee
From	Leanne Warren and Kayla Besse, Accessibility Services
Service Area	Office of the CAO
Department	Strategic Initiatives and Intergovernmental Services
Subject	Extension to Provincial Feedback Deadline for the Accessible Customer Service Draft Standard

---

## **Purpose**

To update the committee regarding an extension to the AODA, Proposed Accessible Customer Service Standard.

## **Memo message**

The Province of Ontario, who administer the Accessibility for Ontarians with Disabilities Act, proposed updates to the Accessible Customer Service Standard. The updates were published for public feedback.

The Province has extended the deadline to provide the requested feedback on this standard. The new deadline is February 6, 2025.

Further information, the proposed standard, and details regarding the feedback opportunity can all be reviewed on the [Province's website](#).

## **Approved By**

Leanne Warren

Supervisor of Accessibility Services