



**It starts with Scouts.**  
**Tout commence avec les Scouts.**

November 25, 2011

## **New Training Requirement - AODA Customer Service Standard**

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**To** All Scouters in Ontario

**From** **Andrew Price** , Deputy National Commissioner - Volunteer Services  
**Valarie Dillon**; Executive Director, Human Resources & Volunteer Services

**Re:** New Training Requirements - Accessibility for Ontarians with Disabilities Act (AODA)

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Dear Scouter,

As of January 1, 2012, new provincial legislation will come into effect, requiring not-for-profit organizations to meet a new Customer Service Accessibility Standard governing the provision of services to all Ontarians, particularly those with disabilities. This legislation requires each organization to provide all staff and volunteers with training specific to this Customer Service Standard.

To ensure that Scouts Canada is prepared and able to provide programs and services in a manner that is accessible to all Ontarians, respecting the dignity and independence of people with disabilities, all staff and volunteers are legally obligated to complete AODA Training. Additionally, all staff and volunteers will need to read and gain an understanding of Scouts Canada's [AODA Customer Service Accessibility Policy](#).

We do appreciate that you are being asked to complete this training during a busy time and that this may present challenges. Given the regulatory nature of this training, however, we ask for your timely cooperation to ensure that Scouts Canada remains compliant. We thank you, in advance, for your ongoing commitment and enthusiasm to Scouts Canada's current and future members.

The AODA training will be available in two distinct formats: in person and online. Neither format involves a testing component. The online training will take approximately 45 minutes and can be accessed at the following address: [www.scouts.ca/elearn](http://www.scouts.ca/elearn) We are also encouraging Groups to make use of their upcoming Group Committee/leadership meetings to provide the training face-to-face. Please contact your Group Commissioner or key contact for further information. You can also [read the FAQs here](#).

Thank you for your ongoing commitment to accessibility of Scouting for all Ontarians.

Yours in Scouting,

Andrew Price and Valarie Dillon