

Compliance information from the Ministry of Community and Social Services web site January, 2010

Questions and Answers for Municipalities

http://www.mcass.gov.on.ca/en/mcass/programs/accessibility/ComplyingStandards/toolstohelpyoucomply_qnaformunicipalities.aspx

Accessibility Report on the customer service standard

http://www.mcass.gov.on.ca/en/mcass/programs/accessibility/ComplyingStandards/toolstohelpyoucomply_accessreportcsstandards.aspx

Frequently asked questions about complying with the customer service standard

http://www.mcass.gov.on.ca/en/mcass/programs/accessibility/ComplyingStandards/toolsToHelpYouComply_FAQ.aspx

Complying with the Accessibility Standards for Customer Service: ONE-key and Accessibility Compliance Reporting step-by-step instructions

http://www.mcass.gov.on.ca/en/mcass/programs/accessibility/ComplyingStandards/instructions_filing.aspx