



Accessibility for Ontarians with Disabilities Act (AODA)

Customer Service Accommodation & Alternative/Accessible Format Request Form

The AODA Customer Service Accommodation and Alternative/Accessible Form Request Form should be completed for accommodation requests for persons with disabilities including requests for documents in alternative/accessible formats and where the accommodation cannot be readily provided, advanced booking or approval is required, or where the appropriate accommodation is uncertain.

Date: _____ Time: _____

Staff Information

This form was completed by:

Staff Name: _____

Phone: _____

Email: _____

Customer Contact Information

Daytime contact information of person requesting the accommodation.

Name: _____

Phone: _____

Email: _____

Address: _____

How does the customer prefer to be contacted?

☐ Phone ☐ Email ☐ Regular mail ☐ Other _____

Type of Accommodation Requested:

If accommodation is required for a service, meeting or event, please provide details:

Name of service, meeting or event: _____

Location of service, meeting or event: _____

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Request of Alternative/Accessible Document Format

If a One Floral Group document is required in an alternative/accessible format please provide the Name/Title of the One Floral document:

Date accommodation or document is required: _____

Alternative/accessible Format Requested:

☐ Accessible Adobe Acrobat PDF

☐ Audio Disk (CD)

☐ HTML

☐ Large Print

☐ Electronic Text

☐ Other: _____

Please indicate any specific technical needs:

Additional information regarding the request or document:

Customer Signature: _____

Confidentiality Statement: *Personal information including information pertaining to the nature of an individual's disability and individuals named in the event will be kept confidential. Staff and others acting on behalf of One Floral Group will be informed of details on a need-to-know basis only.*