



Accessibility for Ontarians with Disabilities Act (AODA)  
**Customer Service Accommodation  
& Alternative/Accessible Format Request Form**

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The AODA Customer Service Accommodation and Alternative/Accessible Format 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 the service, meeting or event: \_\_\_\_\_

Location of the service, meeting or event: \_\_\_\_\_

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**Request for Alternative/Accessible Document Format**

If a Mattamy Homes document is required in an alternative/accessible format please provide the Name/Title of the Mattamy Homes document:

\_\_\_\_\_

Date accommodation or document is required: \_\_\_\_\_

**Alternative / Accessible Format requested:**

- |   |  |
|---|--|
| <input type="checkbox"/> Accessible Adobe Acrobat PDF | <input type="checkbox"/> Audio Disk (CD) |
| <input type="checkbox"/> HTML                         | <input type="checkbox"/> Large Print     |
| <input type="checkbox"/> Electronic Text              | <input type="checkbox"/> Other: _____    |

Please indicate any specific technical needs:

\_\_\_\_\_

Additional information regarding the request or document:

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**Customer Signature:** \_\_\_\_\_

***Confidentiality Statement:*** *The privacy of customers will be respected. Personal information including information pertaining to the nature of their disability will be kept confidential and staff and others acting on behalf of Mattamy Homes will be informed on a need-to-know basis only.*