

# LSC AODA communications plan

June 22, 2021



LSC will communicate its all aspects of its AODA plans to all staff, all relevant stakeholders, and the general public as appropriate.

Specifically:

## **Staff**

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All staff are informed of their rights under ADOA when they are hired. All staff in place when ADOA was enacted were also informed.

Staff who deal with stakeholders and the public will additionally be informed of LSC's plans as detailed below.

## **Stakeholders**

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Communication of LSC's customer service policy is the responsibility of the Manager of Customer Service and Selection Services.

### **LSC clients**

All staff who are involved with the set-up or addition of LSC clients will be informed of LSC's customer service policies.

### **Suppliers**

All staff who are involved in events or meetings with suppliers will be informed of LSC's customer services policies.

## **The Public**

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Information about the only LSC service available to the public, our Small Presses and Authors program, will be available on LSC's web site.