



## More Information

At [www.AccessON.ca/compliance](http://www.AccessON.ca/compliance) you'll find information and resources to help you understand how to comply with the regulation.

Please note: This document is for information purposes only. This is not legal advice and should be read together with the official language of the standard. To view the official wording of the regulation, go to [www.e-laws.gov.on.ca](http://www.e-laws.gov.on.ca), and click on "Current Consolidated Law" to do a keyword search for "429/07". Or contact ServiceOntario (listed below) to order a copy.



For more information or to get this document in an alternate format, contact:

**Accessibility for Ontarians with Disabilities Act (AODA)  
Contact Centre (ServiceOntario)**  
Toll-free: 1-866-515-2025  
TTY: 416-325-3408 / Toll-free: 1-800-268-7095  
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# Accessibility Standards for Customer Service

## Summary of Requirements



Breaking Barriers Together  
[www.AccessON.ca](http://www.AccessON.ca)

# What you need to know

The Accessibility Standards for Customer Service (Ontario Regulation 429/07) came into force on January 1, 2008. If you are a provider of goods or services, and have one or more employees in Ontario, you will be required to comply with the regulation.

- If you are a public sector organization designated in the standard, you must comply by January 1, 2010.
- If you are a private business, non-profit organization, or any other service provider with at least one employee in Ontario, you must comply by January 1, 2012.

This document outlines what you must do to ensure you are providing accessible customer service to people with various kinds of disabilities. The following is a summary of requirements:

1. Establish policies, practices and procedures on providing goods or services to people with disabilities.
2. Use reasonable efforts to ensure that your policies, practices and procedures are consistent with the core principles of independence, dignity, integration and equality of opportunity.
3. Set a policy on allowing people to use their own personal assistive devices to access your goods and use your services and about any other measures your organization offers (assistive devices, services, or methods) to enable them to access your goods and use your services.
4. Communicate with a person with a disability in a manner that takes into account his or her disability.
5. Allow people with disabilities to be accompanied by their guide dog or service animal in those areas of the premises you own or operate that are open to the public, unless the animal is excluded by another law. If a service animal is excluded by law, use other measures to provide services to the person with a disability.
6. Permit people with disabilities who use a support person to bring that person with them while accessing goods or services in premises open to the public or third parties.
7. Where admission fees are charged, provide notice ahead of time on what admission, if any, would be charged for a support person of a person with a disability.
8. Provide notice when facilities or services that people with disabilities rely on to access or use your goods or services are temporarily disrupted.
9. Train staff, volunteers, contractors and any other people who interact with the public or other third parties on your behalf on a number of topics as outlined in the customer service standard.
10. Train staff, volunteers, contractors and any other people who are involved in developing your policies, practices and procedures on the provision of goods or services on a number of topics as outlined in the customer service standard.
11. Establish a process for people to provide feedback on how you provide goods or services to people with disabilities and how you will respond to any feedback and take action on any complaints. Make the information about your feedback process readily available to the public.

If you are a designated public sector organization or other provider with 20 or more employees, you must:

1. Document in writing all your policies, practices and procedures for providing accessible customer service and meet other document requirements set out in the standard.
2. Notify customers that documents required under the customer service standard are available upon request.
3. When giving documents required under the customer service standard to a person with a disability, provide the information in a format that takes into account the person's disability.

Some small steps you can take immediately to improve accessibility include:

- treating all customers with dignity and respect
- asking 'How may I help you?'



Breaking Barriers Together

# Reporting Questions for the Accessibility Standards for Customer Service

- Public sector organizations designated under the standard must file a compliance report starting in 2010 (deadline was March 31, 2010).
- Private businesses, non-profit organizations, and any other service providers with 20 or more employees must file a compliance report starting in 2012.
- Instructions for filing the online report will be provided to private sector and non-profit organizations closer to the date.

The following are the 13 report questions. Each question includes a reference to the corresponding section of the standard.

Yes No

	Yes	No
1. a) Does your organization have policies, practices and procedures on providing goods or services to people with disabilities? [s. 3(1)]	<input type="checkbox"/>	<input type="checkbox"/>
1. b) Does your organization use reasonable efforts to ensure that these policies are consistent with the principles of independence, dignity, integration and equality of opportunity? [s.3(2)]	<input type="checkbox"/>	<input type="checkbox"/>
2. Do your organization's policies address the use of assistive devices by people with disabilities to access your organization's goods or services, or any available alternative measures that enable them to do so? [s. 3(3)]	<input type="checkbox"/>	<input type="checkbox"/>
3. Do your organization's policies, practices and procedures require your organization to take a person's disability into account when communicating with the person? [s. 3(4)]	<input type="checkbox"/>	<input type="checkbox"/>
4. Do members of the public or other third parties have access to premises that your organization owns or operates? [s. 4(1)] If no, then skip to question 7 below.	<input type="checkbox"/>	<input type="checkbox"/>
5. a) Does your organization permit people with disabilities to keep their service animals with them on the parts of your premises that are open to the public or other third parties, except where the animal is excluded by law, and is this included in your policies, practices and procedures? [s. 4(2) & (7)]	<input type="checkbox"/>	<input type="checkbox"/>
5. b) If a service animal is excluded by law from your premises, does your organization ensure that alternate measures are available to enable the person to access your goods or services [s.4.(3)]	<input type="checkbox"/>	<input type="checkbox"/>

Report questions continue on the back of this page.

# Reporting Questions for the Accessibility Standards for Customer Service

## Report questions continued.

Yes

No

6. Does your organization permit people with disabilities to enter the parts of your premises that are open to the public or other third parties with their support person, and provide notice of any fee charged for the support person, and is this included in your policies, practices and procedures? [s. 4(4) (6) & (7)]



7. Does your organization post a notice at a conspicuous place on your premises, on your website, or by another reasonable method, of any temporary disruption in facilities or services that people with disabilities usually use to access your organization's goods or services, including the reason, duration and any alternatives available? [s. 5(1) (2) & (3)]



8. Has your organization established and documented a process to receive and respond to feedback on how its goods or services are provided to people with disabilities, including actions that your organization will take when a complaint is received? [s. 7(1), (3) & (4)]



9. Does your organization make information about its feedback process readily available to the public, including how feedback may be provided (e.g. in person, by telephone, in writing, by email, on diskette or otherwise)? [s. 7(1) & (2)]



10. Does your organization ensure that the following people receive training about providing your goods or services to people with disabilities:

- every person who deals with the public or other third parties on behalf of your organization, and
- every person who participates in developing your organization's policies, practices and procedures on providing goods or services? [s. 6(1)]



11. Does this training include your organization's current policies, practices and procedures required under the customer service standard and all the topics listed in section 6(2) of the standard? [s. 6(2) & (4)]



12. Does your organization have a written training policy that includes a summary of the contents of the training (per question 11 above) and details of when the training is to be provided, and does your organization keep records of the dates that training was provided and how many people were trained? [s. 6(5) & (6)]



13. Does your organization post a notice at a conspicuous place on your premises, on your website, or by another reasonable method, that the documents required by the customer service standard are available upon request, and do you provide those documents in a format that takes a person's disability into account? [s. 8(1) & (2) & 9(1)]