

Accessibility Standard for Customer Service



Will you be in compliance?



Accessibility Standard for Customer Service is not about physical changes to your premises — it's simply about providing good customer service to everyone. It's about understanding that people with disabilities may have different needs. It can be as easy as asking "How can I help?" and making small changes to how you serve customers with disabilities.

Does this apply to me?

The Accessibility Standard for Customer Service applies to all organizations in Ontario that provide goods or services either directly to the public or other organizations and have one or more employees.

Accessibility Standards for Customer Service:

- Became law on **January 1, 2008**
- Government and public sector had to comply by **January 1, 2010**
- Private and non-profit sectors comply by **January 1, 2012**

More information:

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What do I need to do?

For organizations with 20 or more employees

Step 1: Create and put in place an accessibility plan that:

- Considers a person's disability when communicating with them
- Allows assistive devices in your workplace, like wheelchairs, walkers and oxygen tanks
- Allows service animals
- Welcomes support persons
- Lets customers know when accessible services aren't available
- Invites customers to provide feedback

Step 2: Train your staff on accessible customer service

Step 3: Put your plan in writing

- Let customers know how to find your plan (ex. on your website)
- Offer your plan in accessible formats, like large print, if requested

Step 4: Report your progress online

For organizations with fewer than 20 employees

Step 1: Create and put in place an accessibility plan that:

- Considers a person's disability when communicating with them
- Allows assistive devices in your workplace, like wheelchairs, walkers and oxygen tanks
- Allows service animals
- Welcomes support persons
- Lets customers know when accessible services aren't available
- Invites customers to provide feedback

Step 2: Train your staff on accessible customer service