

Accessible Customer Service Compliance Checklist (AODA) – Ontario

This checklist outlines the requirements of the customer service standards for organizations that provide goods, services, or facilities to the public in accordance with the *Integrated Accessibility Standards Regulation* (IASR) under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA).

Policies

- Develop, implement, and maintain policies regarding the provision of goods, services, or facilities to individuals with disabilities that are consistent with the principles of dignity, independence, integration, and equal opportunity.
- (Not applicable to small organizations)** Document policies, practices, and procedures for providing compliant customer service in writing.
- (Not applicable to small organizations)** Include a statement of organizational commitment describing the company's goal to meet the needs of individuals with disabilities in a timely manner.
- (Not applicable to small organizations)** Document the organization's training policy as required under the IASR, including a summary of the content covered and whom it will be provided to and when.

Ensure company policies consider and address the following areas required by the IASR:

Assistive Devices

- Determine whether there are any assistive devices that could pose a health and safety hazard if used in the workplace. Identify reasonable measures that could be put into place to address this hazard.

Guide Dogs and Service Animals

- Determine whether service animals are prohibited by law in the workplace or specific areas of the workplace.
- Where service animals are prohibited, develop measures that can be taken to ensure the customer has access to goods, services, and facilities.

Support Persons

- If admission fees are charged, determine whether you will charge support persons and how much they will be charged.
- If support persons are charged admissions, post the fee publicly to ensure they are provided with notice.

Notice of Temporary Disruptions

- Identify accessibility features or services that people with disabilities rely on in the organization.

- Determine how you will inform the public if any accessibility features or services are temporarily unavailable.
- Determine alternative measures you can implement to assist customers with disabilities during a temporary disruption.

Feedback Process

- Establish a process for receiving and responding to feedback related to the provision of goods, services, or facilities to individuals with disabilities and the accessibility of the feedback process itself.
- Determine what actions will be taken if a complaint is received.
- Make information about the feedback process available to the public.

Format of Documents

- Inform the public that information and documents are available in accessible formats or with communication supports upon request.
- Be prepared to provide upon request all information or documents in an accessible format or with communication supports in a manner that meets the needs of the individual.

Training

Train employees, volunteers, those involved in the development of company policies, and other persons who provide goods, services, or facilities on behalf of the company on the following:

- The purpose of the AODA and the requirements of the customer service standards.
- The *Human Rights Code* and how it pertains to persons with disabilities.
- How to interact and communicate with customers with various types of disabilities.
- How to interact with people with disabilities who use assistive devices, require the assistance of a service animal, or require the use of a support person.
- How to use company provided equipment or devices that are available at the organization to help customers with disabilities.
- What to do if a customer with a disability is having difficulty accessing the company's goods, services, or facilities.

Recordkeeping

- (Not applicable to small organizations)** Maintain training records, including the date the training was provided and how many employees attended.