

# Accessibility Standards for Customer Service

Summary of Requirements



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# What You Need to Know

The Accessibility Standards for Customer Service, also called the Customer Service Standard, Ontario Regulation 429/07, states what your organization must do to provide accessible customer service to people with various kinds of disabilities.

If you are an Ontario business or organization that provides goods or services, and you have one or more employees, you must comply with the Customer Service Standard beginning in 2012.

## What You Need to Do

### A Summary of Requirements

1. Set up policies, practices and procedures on providing goods or services to people with disabilities.
2. Try to ensure that policies, practices and procedures are consistent with the core principles of independence, dignity, integration and equality of opportunity.
3. Have a policy on allowing people with disabilities to use their assistive devices.
4. Communicate with a person with a disability in a way that takes into account his or her disability.
5. Let people with disabilities bring their service animals onto the parts of your premises open to the public or other organizations unless this would break another law.
6. Let people with disabilities bring their support persons with them onto premises open to the public or other organizations. If you charge admission for support persons, let people know the fees ahead of time.

7. Let the public know when your facilities or services that people with disabilities usually use are temporarily not available.
8. Train staff, volunteers, contractors and other people who interact with the public, or other organizations on your behalf, to serve people with disabilities. Also provide training to staff who develop policies, practices and procedures on providing goods or services.
9. Set up a process to receive and answer feedback on how you provide goods or services to people with disabilities, including what action you will take on complaints. Make the information about your feedback process readily available to the public.

**If you have 20 or more employees, you must also:**

10. Document in writing all your policies, practices and procedures for providing accessible customer service and meet other document requirements set out in the standard.
11. Let customers know that documents required under the Customer Service Standard are available upon request.
12. Provide this information in a format that takes into account a person's disability.
13. Submit a report on your organization's progress. See "Reporting Questions" in the next section.

## Reporting Questions for the Customer Service Standard

- Private businesses, non-profit organizations, and any other service providers with 20 or more employees must file a compliance report starting in 2012.

Included below for your reference are the reporting questions that you will be required to complete online **by December 31, 2012**. Each question includes a reference to the corresponding section of the regulation.

	Yes	No
1. a) Does your organization have policies, practices and procedures on providing goods or services to people with disabilities? <b>s. 3(1)</b>	<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? <b>s. 3(2)</b>	<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? <b>s. 3(3)</b>	<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? <b>s. 3(4)</b>	<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? <b>s. 4(1)</b> If no, then skip to question 7.	<input type="checkbox"/>	<input type="checkbox"/>

For Reference Only

## Reporting Questions Continued

Yes No

- |  |                          |                          |
|--|--------------------------|--------------------------|
| 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? <b>s. 4(2) &amp; (7)</b>   | <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? <b>s.4.(3)</b>   | <input type="checkbox"/> | <input type="checkbox"/> |
| 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? <b>s. 4(4), (6) &amp; (7)</b>   | <input type="checkbox"/> | <input type="checkbox"/> |
| 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? <b>s. 5(1), (2) &amp; (3)</b> | <input type="checkbox"/> | <input type="checkbox"/> |
| 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? <b>s. 7(1), (3) &amp; (4)</b>   | <input type="checkbox"/> | <input type="checkbox"/> |

For Reference Only

## Reporting Questions Continued

Yes No

- |  | Yes                      | No                       |
|--|--------------------------|--------------------------|
| 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)? <b>s. 7(1) &amp; (2)</b>   | <input type="checkbox"/> | <input type="checkbox"/> |
| 10. Does your organization ensure that the following people receive training about providing your goods or services to people with disabilities: <ul style="list-style-type: none"><li>• every person who deals with the public or other third parties on behalf of your organization, and</li><li>• every person who participates in developing your organization's policies, practices and procedures on providing goods or services?</li></ul> <b>s. 6(1)</b> | <input type="checkbox"/> | <input type="checkbox"/> |
| 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? <b>s. 6(2) &amp; (4)</b>   | <input type="checkbox"/> | <input type="checkbox"/> |
| 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? <b>s. 6(5) &amp; (6)</b>   | <input type="checkbox"/> | <input type="checkbox"/> |
| 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? <b>s. 8(1) &amp; (2) &amp; 9(1)</b>   | <input type="checkbox"/> | <input type="checkbox"/> |

**For Reference Only**

## About This Document

**Please note:** This document is for information only, and is not legal advice. It should be read together with the regulation. To view the regulation, go to [ontario.ca/e-laws](https://www.ontario.ca/e-laws), click on "Current Consolidated Law", and do a keyword search for "429/07", or contact ServiceOntario (see next page for contact information) to order a copy.

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

- Treat all customers with dignity and respect.
- Ask "How may I help you?"



## More Information

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

### The ServiceOntario AODA Contact Centre

**Toll-free:** 1-866-515-2025

**TTY:** 416-325-3408 / Toll-free: 1-800-268-7095

**Fax:** 416-325-3407

**Website:** [ontario.ca/AccessON](http://ontario.ca/AccessON)

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