



# Ontario's Accessibility Law:

## Steps to Compliance and Getting Ready to File Your 2014 Accessibility Compliance Report

Workbook for Businesses and Not-for-profit Organizations with 20-49 Employees



This workbook is not legal advice. If you require assistance in interpreting the legislation or the regulations, please contact your legal adviser. This workbook has been created to help you understand the legislation and/or regulations and does not replace the official version of the Accessibility Standards for Customer Service, Ontario Regulation 429/07, the Integrated Accessibility Standards Regulation, Ontario Regulation 191/11 or the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). If there is any conflict between this workbook and the Accessibility Standards for Customer Service Regulation, the Integrated Accessibility Standards Regulation or the AODA, the regulations and the AODA are the final authorities.

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# About the Accessibility for Ontarians with Disabilities Act

Ontario has a law that aims to make our province accessible for people with disabilities by 2025. This means creating and enforcing standards that will help remove and prevent barriers that make it difficult for people with disabilities to participate in everyday life.

These accessibility standards are the rules that businesses and organizations in Ontario must follow by certain dates.

**Five accessibility standards are now law:**

- 1. Customer Service

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- 2. Information and Communications
- 3. Employment
- 4. Transportation
- 5. Design of Public Spaces

**Accessibility Standards for Customer Service - Ontario Regulation 429/07**

**Integrated Accessibility Standards - Ontario Regulation 191/11**

The requirements for these standards are being phased in over time. This gives organizations time to make accessibility a part of their daily business.

As a private or not-for-profit organization with 20-49 employees:

- you have current requirements under both of the above regulations
- you must file a 2014 accessibility compliance report on the requirements of the Accessibility Standards for Customer Service Regulation (also known as the customer service standard)

# How to use this workbook

This workbook takes you through the steps that will help you meet your requirements.



- This symbol means that you need to prepare a document to fulfill a requirement before you submit your 2014 accessibility compliance report.
- You may use the templates and sample documents in this workbook or you may create your own to meet your organization's needs.

## Frequently Asked Questions

### **Who must comply?**

You must comply if your business or organization:

- provides goods or services to the public or other businesses or organizations (for example, if you are a manufacturer or wholesaler, or you provide other professional services), and
- has at least one employee in Ontario.

### **How do I count my employees?**

- Count all your full-time, part-time, seasonal and contract employees.
- If your employee count changes during the year, your count should be based on the highest number of employees you had or expect to have at any one time during this reporting year (January 1 to December 31, 2014).
- Do not include volunteers and independent contractors.
- If you are self-employed (sole proprietor or in a partnership) do not count yourself as an employee.
- If you run your own business and it's incorporated, you may be an employee of the corporation along with other employees you have.

# What are my requirements?

If you are a business or not-for-profit organization with **20-49 employees**, your requirements started coming into effect January 1, 2012. You must:

Provide accessible customer service. This includes:

- training your staff to serve customers with disabilities, and keeping a written record of when the training occurred and the number of people trained
- welcoming service animals and support persons
- keeping a written policy about how you provide accessible customer service, and making it publicly available so employees and customers can know what to expect.
- Make your emergency and public safety information – things like evacuation plans or brochures – available in accessible formats when asked.
- Provide employees with disabilities with individualized emergency information, if needed.

You must also file a 2014 accessibility compliance report by December 31, 2014.

Additional requirements will be phased in over the coming years. Your next report is due in 2017 and then every three years after.

## Tips:

- Find out exactly what you need to do – and when – with the accessibility compliance wizard at [ontarioca/accessibilitycompliance](http://ontarioca/accessibilitycompliance).
- The requirements have built in flexibility to allow organizations to decide on how best to put them in place in a way that makes sense to their business and their customers.

## Step 1: Create policies for providing accessible customer service

Set up and document the policies that outline how you will provide accessible customer service to people with disabilities.

Your policies can be a collection of separate documents or you may bring them together into one policy document.



**If you would like to have your policies in one document you may use the template policy document on pages 8-12, or create your own.**

The policies you put in place must show that your organization does the following:

- Considers a person's disability when communicating with them.
- Allows assistive devices (like wheelchairs, walkers, oxygen tanks) on your premises.
- Allows service animals.
- Welcomes support persons.
- Lets the public know when your facilities or services that people with disabilities usually use are temporarily not available. **See sample notice on page 23.**
- Invites feedback on your accessible customer service and has a process in place to respond to it. **See Step 3 and sample feedback documents on pages 16-20**
- Trains staff on providing accessible customer service.

Keep a written copy of your policies or policy document and let customers know how to find it, such as posting a notice on your website or in a high-traffic area indicating it's available on request.

If a customer with a disability requests your policies, provide the document(s) in a format that takes into account the person's disability. You can work with the customer to find a format that is accessible to them.

**Tips:**

- The law doesn't outline what your policies must say, only that they must address the requirements in the above areas.
- Making a list of what you do every day to provide customer service will help you identify potential barriers for people with disabilities. Think about how you can refresh your customer service practices or create new ways of doing things.
- Refer to the **Barriers and Solutions chart in Appendix A** to help you.

# Accessible Customer Service Policy

## **Providing Goods and Services to People with Disabilities**

[company name:] \_\_\_\_\_

is committed to excellence in serving all customers including people with disabilities.

Our accessible customer service policy is guided by the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

### **Communication**

We will communicate with people with disabilities in ways that take into account their disability.

### **Assistive devices**

People with disabilities may use their own personal assistive devices when accessing our goods or services. In cases where the assistive device presents a safety concern or may not be permitted for other reasons, other measures will be used to ensure access to our goods and services.

We will ensure that our staff are trained and familiar with the equipment or devices we have on site or that we provide that may help in providing goods or services to people with disabilities.



## Service animals

We welcome people with disabilities who are accompanied by a service animal. Service animals are allowed on our premises unless excluded by law. If excluded by law, we will do the following to ensure people with disabilities can obtain, use and benefit from our goods and services:

- explain why the animal is excluded
- discuss with the customer another way of providing goods or services

Complete the following only if applicable:

Service animals are excluded from the following areas:

[identify the excluded areas of your premises:] \_\_\_\_\_  
under [name of law/act:] \_\_\_\_\_ law/act

## Support persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

### Choose one:

Fees will not be charged for support persons

or

\$\_\_\_\_\_ will be charged to the support person for admission to

[company name:] \_\_\_\_\_'s premises

We will notify customers of this by posting a notice in the following location(s):

\_\_\_\_\_

## Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities usually used by customers with disabilities [company name: \_\_\_\_\_] will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

Services/Facilities usually used by people with disabilities include:

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The notice will be made publicly available at the following locations:

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## Training

[company name: \_\_\_\_\_] will provide accessible customer service training to employees, volunteers and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development and approval of our customer service policies.

Individuals in the following positions will be trained:

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Staff will be trained on accessible customer service within [time period: \_\_\_\_\_] after being hired.

Training will include:

- Purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- How to interact and communicate with people with various types of disabilities.
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.
- [company name:] \_\_\_\_\_'s policies related to the customer service standard.
- How to use the equipment or devices available on-site or otherwise available that may help in providing goods or services to people with disabilities. These include: \_\_\_\_\_ ;
- What to do if a person with a disability is having difficulty accessing our goods or services.
- Staff will also be trained when changes are made to our accessible customer service policy.

### **Feedback process**

Customers who wish to provide feedback on the way

[company name:] \_\_\_\_\_ provides goods or services to people with disabilities can provide feedback in the following ways:

- in person (verbally)
- by telephone
- in writing
- electronic text (by email or electronic file)
- other \_\_\_\_\_

All feedback, including complaints, will be directed to:

[title of person receiving feedback:] \_\_\_\_\_

Customers can expect to hear back in \_\_\_\_\_ days.

**Notice of availability**

[company name:] \_\_\_\_\_

will notify the public that our documents related to accessible customer service, are available upon request by posting a notice in the following location(s):

\_\_\_\_\_  
\_\_\_\_\_

**Modifications to this or other policies**

Any policy of [company name:] \_\_\_\_\_

that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

## Step 2: Train your staff on accessible customer service

You must provide accessible customer service training to employees, agents, volunteers, and others who:

- deal with the public or other businesses on your organization's behalf, or
- participate in developing your customer service policies

### Training resources

These are free resources to help you train your staff and others on how to provide accessible customer service:

- **Training Tips for Employees:** [www.mcass.gov.on.ca/documents/en/mcass/accessibility/Tools/TrainingTips\\_more20\\_en.pdf](http://www.mcass.gov.on.ca/documents/en/mcass/accessibility/Tools/TrainingTips_more20_en.pdf)
- **Serve-Ability e-learning course:** [www.mcass.gov.on.ca/en/serve-ability/index.aspx](http://www.mcass.gov.on.ca/en/serve-ability/index.aspx)

### Training must also include topics unique to your organization

You must also provide training on these topics that are unique to your organization:

- your organization's accessible customer service policies
- how to use the equipment or devices available on your premises or that you provide that may help in providing goods or services to people with disabilities (such as TTY line, scooters, lifts, accessible interactive kiosk or other technology)
- what to do if a person with a disability is having difficulty accessing your organization's goods or services



You must put your training policy in writing including a summary of the training content and details of when the training is to be provided. **You may include this in your accessible customer service policy document, as outlined in Step 1 on page 6)**



You must also keep a record of the dates the training is provided and how many people you trained. **You may use the record of training form on page 15 or create your own.**

**Important:** Train new staff soon after they are hired, and provide training refreshers if you make changes to your policy

**Tips:**

- The law does not specify the format to use for the training. Use the format and training certification process that works best for your organization and the people being trained.
- While it's not a requirement to keep a record of **who** received training, recording that information may be useful should an individual's duties change or policy changes are made.

# Record of Training: Customer Service Standard

Company name: \_\_\_\_\_

The employees below received training that included the following:

- Review the purposes of the Accessibility for Ontarians with Disabilities Act, 2005, and the requirements of the customer service standard.
- How to interact and communicate with people with various types of disabilities.
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or support person.
- Our organization's accessible customer service policies.
- What to do if a person with a disability is having difficulty accessing our services.

Only if applicable:

- How to use the equipment or devices available on our premises or that we provide that may help in providing goods or services to people with disabilities (e.g. TTY line, lift, amplification system or other technology)

Date of Training	Name of Trainee

## **Step 3:** Establish and document a process to receive and respond to feedback from the public on how you provide accessible customer service to people with disabilities

You must set up a feedback process so that anyone can comment on how you provide goods and services to people with disabilities.

- Information on your process must be readily available to the public.
- The process you set up must indicate what actions you will take after you have received a complaint.



**You must put your feedback process in writing. You may include this as part of your accessible customer service policy document, as outlined in Step 1 on page 6.**

You may decide your own process for responding to complaints. The customer service standard does not require you to follow any particular process, but you must allow feedback in at least one of the following ways:

- in person (orally)
- by telephone
- in writing
- electronically (file or e-mail), or
- in another way

Remember, the law says that when you communicate with a person with a disability, you must take into account the person's disability. In your planning you may want to consider that people with various disabilities may need to use your feedback mechanism.

**You may use the sample feedback process and forms provided on pages 18-20 or create your own.**



**Tips:**

- Decide how you want to receive feedback (e.g., in person, by telephone, in writing, or by email, or by other means).
- Determine how you will respond to feedback, including complaints.
- Determine how you will let customers know about the process.

# Sample Notices on the Feedback Process

## Sample 1

Dear Valued Customers,

We strive to improve accessibility for our customers. We would like to hear your comments, questions and suggestions about the provision of our goods or services to people with disabilities. Please contact Customer Service in person, by mail or at [phone number] or by email [email address] to share your comments.

Thank you.  
Management

## Sample 2

Dear Valued Customers,

Accessibility for our customers with disabilities is important to us. We welcome your feedback. Please call [phone number] or email [email address] to share your comments, or request a copy of our accessibility policy.

Thank you.  
Management

# Sample Document for Obtaining Feedback

## Customer Feedback Form

Thank you for visiting [company name] We value all of our customers and strive to meet everyone's needs.

Please tell us the date and time of your visit: \_\_\_\_\_

Did we respond to your customer service needs today?

Yes       No

Was our customer service provided to you in an accessible manner?

Yes       Somewhat       No (please explain below)

Did you have any problems accessing our goods and services?

Yes (please explain below)       Somewhat (please explain below)       No

Please add any other comments you may have:

Contact information (optional)\*: \_\_\_\_\_

Thank you.  
Management

**\*Please note:** There may be privacy implications for organizations collecting personal information. Providers should seek their own legal advice regarding the privacy implications of collecting personal information in this manner to ensure it's in accordance with the Personal Information Protection and Electronic Documents Act (PIPEDA).

# Sample Document to Record and Address Feedback Received

## **Record of Customer Feedback**

(internal document)

Date feedback received: \_\_\_\_\_

Name of customer (if provided)\*: \_\_\_\_\_

Contact information (if provided)\*: \_\_\_\_\_

Details:

Follow-up:

Action to be taken:

Staff member:

Date: \_\_\_\_\_

**\*Please note:** There may be privacy implications for organizations collecting personal information. Providers should seek their own legal advice regarding the privacy implications of collecting personal information in this manner to ensure it's in accordance with the Personal Information Protection and Electronic Documents Act (PIPEDA).

## Step 4: Let the public know when your facilities or services that people with disabilities usually use are temporarily unavailable

- If you have facilities or services that people with disabilities need to use to access your goods or services, then you must let the public know:
  - when those facilities or services are temporarily unavailable, or
  - if they are expected to be temporarily unavailable in the near future
- The notice must include the reason for disruption, how long the service will be unavailable and a description of alternative facilities, if available.
- You must put in writing the steps to be taken to address a temporary disruption. **You may include this in your accessible customer service policy document, as outlined in Step 1 on page 6).**
- Some examples of what people with disabilities might use to access your goods or services are: escalators and elevators, accessible washrooms, amplification systems, a TTY phone line.
- Providing this notice is important to people with disabilities because they often go to a lot of trouble to access your goods or services. For example, they may book accessible transit, or arrange for someone to drive them.
- Generally, disruptions that affect all of your services, such as a power outage or a labour dispute, do not require this special notice. However, if the disruption has a significant impact on people with disabilities, you should provide notice of the disruption.
- **You may use the sample notice on page 23 or create your own.**

### Tips:

- Make a list of your facilities and services that people with disabilities may rely on to access your goods or services. This will help you identify which facilities or services would need a notice should a temporary disruption occur.
- Prepare a template notice in advance.

- Provide notice a reasonable time in advance when you know ahead of time that a disruption will occur, or as soon as possible when a disruption occurs unexpectedly, such as when technology breaks down.
- Post the notice in a place where people are most likely to find it (entrance door to your business, on your website, a recording on your phone line, or another high traffic area).

# Sample Documents for Notifying the Public about Disruptions in Service

## Sample 1

Dear Customers,

The east elevators will be out of service from April 1 to 15 for routine maintenance. To access the upper level of the shopping centre, please use the elevators at the west end of the building next to the food court. We regret any inconvenience this may cause. If you have questions or concerns, please call [phone number].

Thank you.  
Management

## Sample 2

Dear Guests,

Our accessible washroom is out of service due to a broken pipe. A repair person will be on the premises tomorrow to fix it. In the interim, we have made arrangements for our guests to use the accessible washroom at 123 Main Street, which is located next door to our premises. We apologize for any inconvenience.

Thank you.  
Management

## **Step 5:** Provide employees with disabilities with individualized emergency response information, if needed

If you know an employee with a disability that might need help in an emergency:

- Give them individualized emergency response information.
- If needed, get their consent and then share this information with anyone designated to help them in an emergency.
- Review the emergency response information when:
  - the employee changes work locations
  - you review the employee's overall accommodation needs
  - you review your organization's emergency response policies
- Disabilities can be temporary or permanent, and "employee" includes paid staff, but not volunteers or unpaid staff.

### **How do I do it?**

#### **1. Review your workplace emergency information**

- Ask yourself, how do staff learn about an emergency and what are they expected to do?

#### **2. Determine who needs help**

- Employees with disabilities may not think about the information they need to deal with an emergency, but you should. What might help them to stay safe? If you don't know if your employees need customized information, ask them by making the offer to everyone.



### 3. Prepare and provide individualized emergency response information

- Find out what kind of information the employee needs and if they need it in an accessible format. Give it to them as soon as you can.
- You can make a document accessible by recreating it in a different format; for example, printing it in large print for someone with vision loss. But you can also help someone to use the original document or resource; for example, by reading it aloud.
- An employee may need more than an accessible format. For example, if someone can't hear a fire alarm, making the fire evacuation plan accessible won't help, but creating a customized evacuation plan will.
- If they need another person's help in an emergency, get the employee's consent, then share the emergency information with the people who will help them. Don't share details of the employee's disability, just what kind of help they need.

### 4. Follow up

- Revisit the information if the employee moves, or if you review their accommodation needs or your emergency procedures.

### Resources:

- **Providing emergency response information for employees with disabilities** (includes sample employee memo and sample employee emergency information worksheet): [www.mcsc.gov.on.ca/documents/en/mcsc/accessibility/iasr\\_guides/Guide\\_emergencyinformation\\_employees\\_eng.pdf](http://www.mcsc.gov.on.ca/documents/en/mcsc/accessibility/iasr_guides/Guide_emergencyinformation_employees_eng.pdf)
- **Handbook for Accessible Employment: Under the Accessibility for Ontarians with Disabilities Act** (includes sample templates): [www.mcsc.gov.on.ca/documents/en/mcsc/accessibility/Accessible%20Employment%20EN.pdf](http://www.mcsc.gov.on.ca/documents/en/mcsc/accessibility/Accessible%20Employment%20EN.pdf)

## **Step 6:** Provide emergency procedures, plans and public safety information that you make available to the public, in an accessible format on request

### **What is emergency and public safety information?**

There are many types of emergency and public safety information, for example:

- emergency plans and procedures, such as tour boat instructions on how to use a lifejacket
- maps, warning signs and evacuation routes, such as a “Warning: High Voltage” sign or a map pointing out emergency exits
- information you give the public about alarms or other emergency alerts, such as a brochure explaining how a hotel fire alarm works

### **What do I have to do?**

- Upon request, make your emergency and public safety information accessible to people with disabilities.
- Work with the person requesting the information to figure out how you can meet their needs, as soon as possible.
- You don’t have to have accessible formats on hand and you don’t have to create new emergency or public safety information.
- Real-time emergency information (such as announcements and alarms) isn’t included in this requirement.
- You only have to make information that is available to the public accessible, upon request.

## How do I do it?

### 1. Assess your information

- Focus on things you create before an emergency strikes, like evacuation plans, brochures or signs. Is there anything that would make it hard for someone with a disability to read, see, hear or understand?

### 2. Make it accessible upon request

- The law doesn't tell you what formats to use; it's flexible so you can work with the public to figure out what they need.
- You can make a document accessible by recreating it in a different format; for example, printing it in large print for someone with vision loss. But you can also make information accessible by helping someone to use the original document or resource; for example, by reading it aloud.

### 3. Provide it as soon as possible

- In some cases, you may be able to make the information accessible instantly. In other cases, it may take longer – it depends on the individual's needs, the format and your organization's resources.

### Tip:

- Whenever you create documents, build them as structured electronic files. It's simple to apply a "style" to titles, headings, etc. and it makes them look better by keeping formatting consistent. If you create all your documents this way, then it's easy to turn them into accessible formats. For more information visit <http://adod.idrc.ocad.ca/>

### Resources:

- **Providing Emergency and Public Safety Information for People with Disabilities:** [www.mcsc.gov.on.ca/documents/en/mcsc/accessibility/iasr\\_guides/guide\\_publicsafetyinformation\\_eng.pdf](http://www.mcsc.gov.on.ca/documents/en/mcsc/accessibility/iasr_guides/guide_publicsafetyinformation_eng.pdf)

## Step 7: Check that you've met all your requirements

Before submitting your accessibility compliance report, use this checklist to make sure you've met all your current requirements:

- A policy on accessible customer service has been created and put in place (Step 1), including feedback process (Step 3).
- Staff has been trained on the required topics (Step 2), including
  - my organization's accessible customer service policy
  - how to use equipment or devices on my organization's premises or that we provide that may help us provide accessible customer service, and
  - what to do if a person with a disability is having difficulty accessing our services
- Written documents are available showing my organization's:
  - accessible customer service policy
  - training records of how many people were trained, on what and when
  - accessible customer service feedback process
- Facilities and services have been identified that people with disabilities may rely on to access my organization's goods or services. A notice will be posted should a temporary disruption occur (Step 4).
- A notice has been posted on my organization's website or in a high-traffic area of our premises to let customers know our accessible customer service documents are available on request.  
  
and/or  
  
Our accessible customer service documents have been posted directly on our website.
- My organization is ready to provide documents related to our accessible customer service when requested by a person with a disability, and we will provide the documents in a format that takes into account their disability.
- Any employees who need individualized emergency response information have been provided with it (Step 5).
- My organization has identified any emergency procedures, plans and public safety information that we make available to the public and we have a process in place to provide it in an accessible format when requested (Step 6).

## Step 8: Complete your 2014 accessibility compliance report online



Once you've completed Steps 1-7, it's time to file your 2014 accessibility compliance report. The report is online. You'll be asked to answer "Yes" or "No" to questions about the requirements that are identified with this symbol in this workbook.

**The link to a sample copy of the reporting questions is provided on the next page.**

### To file your report:

- Download the step-by-step instruction guide for private and non-profit organizations on how to file your online report. **The link to this guide is provided on the next page.**
- Go to [ontario.ca/onesource](http://ontario.ca/onesource)
- Log in to your existing online account or sign up for a new one.
- Once you have an account, click on 'Accessibility Reporting' and follow the prompts to file your report with the help of the instruction guide.
- Certify the report or get it certified (done online, see Tips below), and submit.
- Make your report available to the public, on request.

### To complete your report, you will need:

- A computer with Internet and email access.
- An Internet Browser: Internet Explorer 7 or higher, Firefox 19 or higher, or Google Chrome 27 or higher.
- Your business number (also called your BN9). Your BN9 is nine digits long and you use it when you pay your businesses taxes. You'll find it on your federal and provincial business tax returns.
- Organizations with more than one BN9 will need to file a separate report for each BN9 with 20 or more employees.

## Tips:

- Any staff member can complete the report questions. However, it must be certified and submitted by an individual who can bind the organization. This often means someone with signing authority. If you're not sure, check with your lawyer.
- There are two user roles in the online reporting system:  
**Certifier** – can answer the report questions, and submit the report  
**Administrator** – can only answer the report questions
- If an administrator answers the reporting questions, the certifier must create their own account, and login to certify and submit the report when they are ready to do so.
- You will receive a confirmation code once your report has been successfully certified and submitted.
- If, through your report answers, you determine your organization is non-compliant, the Accessibility Directorate of Ontario can help you develop a strategy to reach compliance. Continued non-compliance may lead to enforcement and financial penalties.

## Resources to help you comply and report

- **Employer Handbook** – a guide to help answer your questions about your accessible customer service requirements  
[www.mcsc.gov.on.ca/documents/en/mcsc/accessibility/Tools/AO\\_EmployerHandbook.pdf](http://www.mcsc.gov.on.ca/documents/en/mcsc/accessibility/Tools/AO_EmployerHandbook.pdf)
- **Accessibility Compliance Wizard** – use it to get a complete list of accessibility requirements that apply to your organization, both current and upcoming. The list will include links to information, tools and templates to help you meet your legal obligations: [ontario.ca/accessibilitycompliance](http://ontario.ca/accessibilitycompliance)
- **How to complete your Accessibility Compliance Report** - a guide for private and non-profit organizations  
[www.mcsc.gov.on.ca/documents/en/mcsc/accessibility/Guide\\_private\\_en.pdf](http://www.mcsc.gov.on.ca/documents/en/mcsc/accessibility/Guide_private_en.pdf)
- **Sample 2014 Reporting Questions**  
[www.mcsc.gov.on.ca/en/mcsc/programs/accessibility/customerService/report\\_online.aspx#samplereportingquestions](http://www.mcsc.gov.on.ca/en/mcsc/programs/accessibility/customerService/report_online.aspx#samplereportingquestions)

## The regulations under the Accessibility for Ontarians with Disabilities Act, 2005:

- Accessibility Standards for Customer Service, Ontario Regulation 429/07  
[www.e-laws.gov.on.ca/html/regs/english/elaws\\_regs\\_070429\\_e.htm](http://www.e-laws.gov.on.ca/html/regs/english/elaws_regs_070429_e.htm)
- Integrated Accessibility Standards, Ontario Regulation 191/11  
[www.e-laws.gov.on.ca/html/regs/english/elaws\\_regs\\_110191\\_e.htm](http://www.e-laws.gov.on.ca/html/regs/english/elaws_regs_110191_e.htm)

### Need help? Contact us:

- **Toll-free:** 1-866-515-2025 / 416-849-8276
- **TTY toll-free:** 1-800-268-7095 / 416-325-3408
- **Email (for questions about your requirements):** [accessibility@ontario.ca](mailto:accessibility@ontario.ca)
- **Email (for help filing your 2014 accessibility compliance report):**  
[AODA.assistance@ontario.ca](mailto:AODA.assistance@ontario.ca)

# Appendix A

## Accessible Customer Service Barriers and Solutions

Possible Barriers	Possible Solutions
<b>Vision loss</b>	
Staff are not aware of the need to describe goods or services when a person cannot read a sign.	Make it standard practice to describe to customers the goods or services offered if they are unable to view them due to vision loss.
<b>Deaf, deafened, oral deaf or hard of hearing</b>	
Telephone services not accessible for customers who are Deaf, deafened, oral deaf or hard of hearing.	<ul style="list-style-type: none"> <li>• Incorporate use of TTY and Relay services in your telephone service policies.</li> <li>• Ensure staff are trained in, and practice using, TTY and Relay services.</li> </ul>
Staff are not aware of the need to paraphrase or repeat more slowly what is said to customers when the customer has not understood the message.	Establish the practice of paraphrasing and repeating communications more clearly to customers upon request or using other means such as passing notes back and forth.
Speaking to customers with hands covering the mouth which does not allow for lip-reading.	Establish the practice of speaking clearly and making sure that nothing is covering the mouth when communicating with customers who lip-read.
Loud music and poor acoustics, making hearing difficult for people using hearing aids.	Establish the practice of having pen and paper available and communicate through note-writing.



Possible Barriers	Possible Solutions
<b>Intellectual/Developmental disability</b>	
Use of complicated or technical language in customer service.	Establish the practice of using plain language and avoid technical language when communicating.
Ignoring customers who are more reserved or afraid to ask for help.	Establish the practice of building in extra time to deal with customers who need it and adjust the availability of other staff to help out as needed.
<b>Learning disability</b>	
Providing complicated documents to customers without explanation or opportunity to discuss or ask questions.	Establish the practice of discussing and explaining any documentation provided to customers.
Employees who are not flexible in offering alternative communication strategies or adequate time in providing service.	Make it a standard procedure to break up lengthy conversations into a series of shorter ones. This may assist customers who need additional time to process certain types of information.
<b>Mental health disability</b>	
Negative stereotypes about people with mental health disabilities resulting in disrespectful or impatient treatment.	<ul style="list-style-type: none"> <li>• Add a training component to the regular training that staff receive on the needs of people with mental health disabilities.</li> <li>• Make it a standard procedure to break up lengthy conversations into a series of shorter ones and speak more slowly so that some customers will not feel overwhelmed with the information. This may help to prevent anxiety in some customers.</li> </ul>

Possible Barriers	Possible Solutions
<b>Physical disability</b>	
Failure of staff to offer assistance when some services require particular agility and/or motor skills.	Develop a policy that requires staff to assist customers in handling or reaching goods when requested.
Failure of staff to set aside convenient seating (close to rest rooms or exits).	Establish the practice of setting aside convenient seating for people with physical disabilities.
<b>Speech impairment</b>	
Verbal speech is the only form of communication used to interact with customers.	Develop a policy that requires staff to have pen and paper on hand and communicate through note-writing when requested to do so.

If any of these or other barriers exist in your business or organization, think about how you can remove them in the development of new or revised policies, practices and procedures.