



Update: AODA Customer Service Regulation

Presentation to: Accessibility Advisory Committee

Michelle Herder
April 23, 2008



AODA Customer Service Regulation Update

Purpose:

- ❑ Provide an overview of the regulation
- ❑ Outline tasks that need to be completed to prepare for compliance



Customer Service & Accessibility



- ❑ History of collaboration
- ❑ Special edition of “Here to Serve You” to celebrate National Access Awareness Week
 - ❑ Featured YRAAC members providing tips
- ❑ Updated “A Guide to Customer Service in York Region” to include information from “Just Ask!”
- ❑ New Employee Corporate Orientation (NECO)- focus of customer service booth is an Accessibility Awareness Quiz

Background



AODA, 2005 was passed with the goal of creating standards to improve accessibility across the province.

1. Information and Communications
2. Built Environment
3. Employment
4. Transportation
5. Customer Service- effective January 1, 2008

Customer Service Regulation



Applies to:

- ☐ every designated public organization; and
- ☐ other organizations that provide goods or services to members of the public that has at least one employee in Ontario.

Compliance:

- ☐ Public Sector Organizations- January 1, 2010
- ☐ Other Providers- January 1, 2012

Customer Service Regulation

Policies and Practices:

- ❑ Every provider must establish customer service policies, practices and procedures that incorporate principles of dignity, independence, integration and equality.



What it means for York Region



Requires Policies and Practices for:

- ☐ Assistive devices
- ☐ Communication
- ☐ Service Animals
- ☐ Support Persons
- ☐ Temporary disruptions
- ☐ Training
- ☐ Customer Feedback



What needs to be done?

Policies, Practices, Procedures



- ❑ Audit existing
- ❑ Create new compliant policies
- ❑ Division between corporate and departmental requirements
 - ❑ Wide range of roles/duties
 - ❑ Health and Safety
- ❑ Communicate and train
- ❑ Make publicly available

Training



- ❑ Identify positions required to attend training under the regulation
- ❑ Determine what level of training requirements for different job types- not a “one size fits all” solution
 - ❑ Frontline Staff
 - ❑ Policy Staff
 - ❑ All Staff?
- ❑ Deliver and document

Training



Good News!

- ❑ Existing foundation for accessibility training
 - ❑ “Just Ask!”
 - ❑ New Employee Corporate Orientation
- ❑ Training tracking system already in place

Challenges

- ❑ No funding from the province
 - ❑ Classroom time and money
 - ❑ Backfill of staff in critical areas (i.e. EMS and LTC)
- ❑ 24/7 nature of some areas

Customer Feedback



- ❑ Governance- customer service is decentralized
- ❑ Need for a structured approach
- ❑ Formal vs. informal feedback
- ❑ End to end documentation

Notice of Temporary Service Disruptions



- ❑ Need to capture nature of disruptions
- ❑ Create sample template communications
- ❑ Guidelines on appropriate formats
- ❑ Training and awareness campaign
- ❑ Monitor to make sure that it happens!

Next Steps

- ❑ Prepare an implementation plan
- ❑ Assign roles and responsibilities
- ❑ Implement
 - ❑ Time is of the essence!



Customer Service Regulation



www.e-laws.gov.on.ca

or

<http://www.mcass.gov.on.ca/mcass/english/pillars/accessibilityOntario/>



Thank You!

Michelle Herder
(905) 830-4444 ext. 1275
Michelle.herder@york.ca

