



Update: AODA Customer Service Regulation

Presentation to the
York Region Accessibility
Advisory Committee

Michelle Herder and Heather Beairsto
February 25, 2009

AODA Customer Service Regulation Update

Purpose:

- ❑ Provide an update on actions taken to prepare for compliance since September 24, 2009.
- ❑ Outline next steps.



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



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 has been done?

Policies



- ❑ Compliance manual has been released
 - ❑ Templates, guidelines
 - ❑ Still no “scorecard”
- ❑ Community and Health Services is currently developing the Corporate Policy for Providing Goods and Services to People with Disabilities and reviewing existing policies to ensure that they comply.
- ❑ Estimated completion date: Fall 2009

Feedback Process



- ❑ Accessibility complaints/compliments
 - ❑ Preliminary agreement
 - ❑ Two stream
 - ❑ Transit & Non-Transit intake
 - ❑ Departmental partners
- ❑ Next steps: document, train, implement, deliver.

Training Update



- ❑ Training strategy received approval from Senior Management.
- ❑ The Province released an online learning module; does not meet York's needs.
- ❑ Training will be focused primarily on level of contact with the public and broaden out to the rest of corporation.

Training Update (continued)



- ❑ Tier 1 training to commence by end of first quarter and will be done in-house.
 - ❑ Objective outside of Standard requirements is to increase staff comfort and confidence.
- ❑ Tier 1 will inform video for Tier 2 and 3 training.
- ❑ Request AAC assistance in all training modules:
 - ❑ Guest speaker at each of the Tier 1 trainings sessions (six in total; will provide schedule when set).
 - ❑ Participation in video production.
 - ❑ Post-training support.

Next Steps



- ❑ Communication Strategy
 - ❑ Build staff awareness
 - ❑ Branding
 - ❑ Create a sense of excitement- another tool to improve our ability to serve the community
- ❑ Strategize post-implementation support
 - ❑ Prevent “cold storage” of training
 - ❑ Help staff who want to learn more



Thank You!

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