
Update: AODA Customer Service Regulation

Presentation to:
Accessibility Advisory
Committee

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AODA Customer Service Regulation Update

Purpose

- ❑ Mid year check-in
 - ❑ Focus on actions taken to promote compliance since February 25, 2009
- ❑ Update on Tier 1 training
- ❑ Outline next steps

Background

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

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

What has been done?

Policy and Compliance

- ❑ Accessible Customer Service Corporate Policy
 - ❑ Departmental survey completed by all members of the ODA Staff Committee
 - ❑ Information collected and analysis to be included in the development of the corporate policy
 - ❑ Anticipate Policy to go to Council for approval in Fall of 2009
- ❑ Sample Compliance Reporting Template released
 - ❑ 12 yes/no questions to track compliance
 - ❑ Final version will be released January 1, 2010 with a submission deadline of March 31, 2010

Feedback Process

- ❑ Accessibility complaints/compliments
 - ❑ Will be for all 5 standards
 - ❑ Two-stream process, transit and non-transit
 - ❑ Separate process initially to ensure compliance, may be eventually be integrated

Training- Two Streams

1. Tier 1

- ❑ All day session
- ❑ Staff who directly serve the public
- ❑ Have not already completed “Just Ask! Inclusion and Accessibility” training
- ❑ No prior technical training (i.e. EMS, LTC)

2. Tier 2

- ❑ Video and discussion during staff meeting

Overview of Tier 1 Training Content

- ❑ Legislative history
- ❑ Customer service best practices
- ❑ Principles of dignity, independence, integration and equality of opportunity
- ❑ Assistive devices, support persons, service animals
- ❑ Types of disabilities

Tier 1 Training Methodology- Interactive

- ❑ Guest speaker
 - ❑ Presentation and Q&A
- ❑ “Teach Back” on types of disabilities, considerations and customer service tips
- ❑ Case study scenarios
 - ❑ Each group completes two case studies and presents results to the class
- ❑ Self-test taken before and after
- ❑ Video clips

Tier 1 Training Results

Front-line success

- ❑ Overwhelming response to training; 150+ front-line staff participated
- ❑ Clarity of purpose of AODA and regulation
 - ❑ Pre-course 27% Post-course 94%
- ❑ Understanding of different disabilities
 - ❑ Pre-course 47% Post-course 91%
- ❑ Comfort and confidence in providing customer service
 - ❑ Pre-course 52% Post-course 87%

Top 5 Learning Moments (self-reports)

- ❑ Treat *all* customers equally – ask what they need, and ask how best to serve that need
- ❑ Understanding different disabilities and ways to accommodate
- ❑ Awareness and understanding of AODA
- ❑ Understanding York Region's expectations of employees providing customer service to customers with a disability
- ❑ Respect for independence

Staff Comments

- ❑ *“I gained more insight into various disabilities and I have the confidence to move forward in assisting clients with disabilities”*
- ❑ *“I know I am a better York Region employee after taking this course”*
- ❑ *“Very clear and makes my job easier”*

Guest Speaker Segment- Very Effective

- ❑ Thanks to our guest speakers!
 - ❑ Wilf Morley, Kirsten Hill, Trish Robichaud, Diane Humeniuk, Andrea Adley-McGinnis (+ Addison), Cathy & Joan (Canadian Mental Health Association)
- ❑ Personal stories as a customer, resident, person resonated with staff

Next Steps

**The Implementation Process
Continues...**

Next Steps- Third Quarter

- ❑ Tier 2 Training
 - ❑ Video Production
 - ❑ “Train the Trainer”
 - ❑ Increase departmental expertise
- ❑ Feedback process- document
- ❑ Focus on key operational departments
 - ❑ Regulation impacts departments differently
- ❑ Launch staff communication strategy

Next Steps- Fourth Quarter

- ❑ Tier 2 Training
 - ❑ Deliver
 - ❑ Document for compliance
- ❑ Implement post training support on mYnetwORK (intranet site)
- ❑ Feedback Process
 - ❑ Train and Implement

Thank You
