
Draft York Region Accessible Customer Service Policy

**Presentation to the York Region
Accessibility Advisory Committee**

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Presentation Highlights

- Summary of policy
- Next steps

Objectives of the Policy

The policy is intended to:

- Meet the requirements of Ontario Regulation 429/07 under the AODA
- Ensure that persons with disabilities are given equal access to York Region goods and services

Policy Requirements

The policy must include direction on:

- Use of assistive devices
- Use of service animals and support people
- Notice of temporary disruptions
- Feedback process
- Customer service training
- Availability of relating documents

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Use of assistive devices:

People with disabilities will not be stopped from using their own assistive devices, or those which may be offered by the Region, while accessing York Region goods and services.

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Use of service animals and support people:

Service animals and support people must be allowed to go with a person with a disability while accessing York Region goods and services, except where excluded by law.

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Notice of temporary disruptions:

If there is a temporary disruption in facilities or service used by people with disabilities, notice of the disruption must be provided as soon as possible.

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Customer service training:

York Region will ensure that all staff and any individuals who interact with the public on our behalf are trained according to the requirements of the Accessibility Standards for Customer Service.

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Feedback process:

Each department will collect and respond to feedback about the way they provide goods and services to people with disabilities.

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Availability of relating documents:

Upon request, York Region will provide a copy of documents that describe the policies, practices and procedures of serving people with disabilities, in a format that both parties agree with.

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The policy also includes:

- Easy to understand language
- Definitions
- Tips for serving people with disabilities
- Practices and procedures
- Notice of temporary disruptions templates

Next Steps

Next steps for the Draft Accessible Customer Service Policy include:

- Regional Council – November 19th
- Comprehensive communication plan
- Compliance strategy

Any questions?
