
AODA Customer Service Regulation Update

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

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Outline

- ❑ Feedback Process
- ❑ Training Update
- ❑ Training Video

Feedback Process Revised

- ❑ Amended to reflect existing practices:
 - ❑ Feedback provided to department
 - ❑ Two business days- acknowledgement
 - ❑ Five business days- action for resolution

Training is Key and On Target

Training on target to meet deadline

- ❑ Tier 1- completed (June 2009)
- ❑ Tier 2- underway
- ❑ Communicated to staff
 - ❑ CAO's Newsletter
 - ❑ York Beat & mYnetwORK
- ❑ Post-training support available
 - ❑ Intranet
 - ❑ Links to outside social agencies and materials

Tier 2 Training Session Overview

- ❑ 30-minute video supported by trained staff facilitator, take-away tip sheet, and comprehensive website
- ❑ Train-the-Trainer approach to meet compliance and extend expertise throughout organization
- ❑ Level 3 Evaluation: February – July 2010
 - ❑ Assess behaviour changes resulting from training

Thank You!

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