



Update: AODA Customer Service Regulation

Presentation to: Accessibility Advisory Committee

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AODA Customer Service Regulation Update

Purpose:

- ❑ Provide an update on actions taken to prepare for compliance since April 23
 - ❑ Focus on training



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?

Outreach to other Municipalities



- ❑ York Region hosted a special workshop of the Municipal Service Delivery Officials (GTA)
 - ❑ All local municipalities within York Region were invited, even non-members
 - ❑ 17 municipalities were represented
 - ❑ Open discussion on all aspects of the Customer Service Regulation



Developing a “made-in-York Region” customer service training strategy

Timeline



August/September:

- ❑ Research and data collection



October:

- ❑ Training strategy developed



November:

- ❑ Training strategy presented and approved



January – December 2009:

- ❑ Training delivered and documented



Research and data collection

We've identified:

- ☐ Who needs to be trained
- ☐ All locations and methods that the public has access to services
- ☐ All assistive equipment and devices available at York Region facilities



Research and data collection

Consultation with stakeholders:

- ❑ Community agencies
- ❑ Cross-departmental working group
- ❑ Regional staff
- ❑ York Regional Police, YRAAC and ODA staff committee



Developing the strategy



Projected outcomes:

- ❑ Master inventory of who needs to be trained and at what level
- ❑ Proposed training modules
- ❑ Communications strategy
- ❑ Tracking system
- ❑ Training roll-out strategy
- ❑ Budget requirements

Next steps



- ❑ Continue to work on the training strategy



- ❑ Focus on other items that require a high level of collaboration



- ❑ Feedback mechanism and process



Challenge: Remain flexible and focused





Thank You!

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