



Accessibility Standard for Customer Service

template plan

Becoming accessible means developing a plan on how your organization will provide service to customers with disabilities.

Below, you'll find a sample plan to help guide you. It outlines your accessible customer service policy, including practices and procedures.

Remember the principles of independence, dignity, integration and equal opportunity as you create your plan.



Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

is committed to excellence in serving all customers including people with disabilities.

Assistive devices

We will ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods or services.

Communication

We will communicate with people with disabilities in ways that take into account their disability.

Service animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

Support persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

- Fees will not be charged for support persons

or

- \$_____ will be charged to the support person for admission to

_____ 's premises.

We will notify customers of this by posting a notice in the following location(s): _____

_____.

Accessible Customer Service Plan continued

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities _____ will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

Services/Facilities include:

The notice will be made publicly available at the following locations:

Training

_____ will provide accessible customer service training to employees, volunteers and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services.

Individuals in the following positions will be trained:

Staff will be trained on Accessible Customer Service within _____ after being hired.

Accessible Customer Service Plan continued

Training will include:

- An overview of the **Accessibility for Ontarians with Disabilities Act, 2005** and the requirements of the customer service standard
- _____'s plan related to the customer service standard
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- How to use the equipment or devices available on-site or otherwise that may help with providing goods or services to people with disabilities. These include:

- What to do if a person with a disability is having difficulty in accessing _____
_____ 's goods and services

Staff will also be trained when changes are made to our accessible customer service plan.

Feedback process

Customers who wish to provide feedback on the way _____

_____ provides goods and services to people with disabilities can provide feedback in the following way(s):

All feedback, including complaints, will be handled in the following manner:

Accessible Customer Service Plan continued

Customers can expect to hear back in _____ days.

Notice of availability

_____ will notify the public that our documents related to accessible customer service, are available upon request by posting a notice in the following location(s):

Modifications to this or other policies

Any policy, practice or procedure of _____
_____ that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.