



# 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.

Tip: 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

(enter your organization) \_\_\_\_\_  
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
- (enter the amount) \_\_\_\_\_ will be charged to the support person for admission to (enter your organization) \_\_\_\_\_ 's premises.

We will notify customers of this through a notice posted on our premises and (enter any other means by which provider will notify customer of fee) \_\_\_\_\_

# 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 (enter list of services/facilities) \_\_\_\_\_  
\_\_\_\_\_.

(enter your organization) \_\_\_\_\_ 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.

The notice will be placed at (list all locations where this notice will be made available)  
\_\_\_\_\_  
\_\_\_\_\_.

## Training

(enter your organization) \_\_\_\_\_ will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf.

Individuals in the following positions will be trained:

(enter list of positions that require training, for example, customer service representatives, sales associates, managers etc.) \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_.

This training will be provided to staff (enter how long after hiring, training will be provided to staff)  
\_\_\_\_\_.

# 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
- (enter your organization) \_\_\_\_\_'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 (enter name of equipment or devices , e.g. TTY, wheelchair lifts, etc., available on-site or otherwise that may help with providing goods or services to people with disabilities) \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- What to do if a person with a disability is having difficulty in accessing (enter your organization) \_\_\_\_\_'s goods and services

Staff will also be trained when changes are made to your plan.

## **Feedback process**

Customers who wish to provide feedback on the way (enter your organization)

\_\_\_\_\_ provides goods and services to people with disabilities can (enter ways feedback can be provided, for example, e-mail, verbally, suggestion box, feedback card, etc.) \_\_\_\_\_  
\_\_\_\_\_.

# Accessible Customer Service Plan continued

All feedback, including complaints, will be (enter how you handle feedback, for example, directing it to a specific person) \_\_\_\_\_

\_\_\_\_\_.

Customers can expect to hear back in (enter number of days) \_\_\_\_\_.

## **Modifications to this or other policies**

Any policy of (enter your organization) \_\_\_\_\_ that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.