

Accessibility Standard for Customer Service

for organizations with
20 or more employees

Here's a short checklist to help you make sure you've done everything.

Step 1: Created and put in place an accessibility plan that:

- Considers a person's disability when communicating with them
- Allows assistive devices in your workplace, like wheelchairs, walkers and oxygen tanks
- Allows service animals
- Welcomes support persons
- Lets customers know when accessible services aren't available
- Invites customers to provide feedback

Step 2: Trained your staff on accessible customer service

Step 3: Put your plan in writing

- Let customers know how to find your plan (eg., on your website)
- Offered your plan in accessible formats, like large print, if requested

Step 4: Reported your progress online

