



# 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.

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 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 for staff

(enter your organization) \_\_\_\_\_ will provide training to employees, volunteers and others who deal with the public or other third parties on their 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 will be directed to (enter title of person responsible for receiving feedback)

\_\_\_\_\_.

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

Complaints will be addressed according to our organization's regular complaint management procedures.

## **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.