

Accessibility Standards for Customer Service

Training Requirements

All private sector organizations with one or more employees in Ontario will be required to be in compliance with all elements of the [Accessibility Standards for Customer Service Regulation](#) (429/07) by January 1, 2012.

As a “Supplier” providing services on behalf of the Ministry of Transportation, you are required to comply with the training requirements of Regulation 429/07 by January 2010 or prior to delivering service to the public on behalf of the Ministry of Transportation. The Regulation indicates that training is to be provided to all staff who interact with the public and to any new staff coming on board, as soon as practicable. For those employees who are in scope, the following requirements are to be met:

1. Train obligated staff on specific topics stated under the regulation.

To assist you in ensuring that your staff are trained, the e-course “[Serve-Ability: Transforming Ontario's Customer Service](#)” was developed, and addresses the specific topics outlined under the regulation. This training, as well as a number of other resources, is available to you at www.AccessON.ca. Please refer to Appendix 1 for more information on the training requirements and other resources.

2. Maintain records confirming training was provided, including date(s).

To meet this requirement, the *Accessible Customer Service Training Log for Ministry Service Providers*, or a similar document, should be completed and provided to this Ministry upon request. This record must include the training provided, the dates on which it was provided, and the number of individuals to whom it was provided. Please see Appendix 2 for a sample training log.

Providing accessible customer service is about providing excellent service to our customers and clients with disabilities. While we have a legal obligation to comply with the legislation and regulation, our key objective is to be more responsive to and better serve all Ontarians.

If you provide services on behalf of other OPS ministries, you may have received similar direction from them. The intent of this information is to advise you of your training obligations and any additional information we have provided is for information purposes only.

Appendix 1: Training Topics and Available Resources

Topics to be covered during training:

These topics are mandatory requirements under the [Accessibility Standards for Customer Service](#) Regulation:

- A review of the purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Accessibility Standards for Customer Service;
- How to interact and communicate with persons with various types of disabilities;
- How to interact with persons with disabilities who use an assistive device or require the assistance of a support person or a service animal;
- How to use the equipment or devices available on the provider's premises, or otherwise, that may assist with the provision of goods or services to persons with disabilities; and
- What to do if a person with a particular type of disability is having difficulty in accessing a provider's goods and services.

Training Resources:

A number of training resources are available electronically in the [Compliance Toolkit](#) available on www.AccessON.ca.

Resources include:

- **“Serve-ability: Transforming Ontario’s Customer Service”**. This [e-learning course](#) will assist organizations to meet the training requirements of the Accessibility Standards for Customer Service and help you better serve customers with different disabilities. Also available in French.
- **Full-Length Training Resource: Accessibility Standards for Customer Service, Ontario Regulation 429/07**. This resource will assist organizations to meet the training requirements of the customer service standard.
- **Training Resource for Small Businesses and Organizations: Accessibility Standards for Customer Service, Ontario Regulation 429/07**. A condensed version of the Full-length Training Resource that also acts as a quick-reference poster. This resource is designed to assist small organizations in meeting the training requirements of the customer service standard.

To order hard copies or to request an alternate format, contact [ServiceOntario Publications](#):

Phone: 1-866-515-2025
TTY: 1-800-268-7095

Supplementary Training Materials:

- A variety of videos on accessibility topics are available at [AccessON Video Archives](#).
- **“Talk to Me: Serving Customers with Disabilities”**. This DVD contains documentary clips of real people with a range of disabilities talking about the barriers they face and providing specific customer service tips and techniques.
- **“An Accessible Ontario: It’s just good business!”**. This DVD contains animations and photos depicting accessible customer service in various settings.

To order DVDs contact [ServiceOntario Publications](#):

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Other Resources:

[OPS Accessible Customer Service Policy](#). This policy outlines what the government must do to comply with the regulation and what our customers may expect from us.

