

Accessible Customer Service Standard Changes

Quick Reference Guide

Requirement	What was the previous requirement?	What changes as of July 1, 2016?	What does my organization have to do?
<p><u>Training</u> Section 80.49</p>	<p>Train the members of your organization who work with customers or create policies and procedures on how to interact with people with different disabilities.</p>	<p>Train all members of your organization on accessible customer service and how to interact with people with different disabilities.</p>	<ul style="list-style-type: none"> • <u>Train all members of your organization</u> on accessible customer service • Update your training records • Update your <u>accessible customer service policy</u> <p>Note:</p> <ul style="list-style-type: none"> - You do not need to train members of your organization who have already been trained on accessible customer service. - However, you must let them know about the changes and train them on your updated accessible customer service policy.
<p><u>Service Animals</u> Section 80.47</p>	<p>If you cannot easily identify that an animal is a service animal you can ask the person with a disability to provide a letter from a physician or nurse confirming that it is required because of his or her disability.</p>	<p>If you cannot easily identify that the animal is a service animal, you can ask the person to provide documentation from a regulated health professional. The documentation must confirm that the person needs the service animal for reasons relating to their disability.</p>	<ul style="list-style-type: none"> • Update your <u>accessible customer service policy</u>

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<p><u>Support Persons</u> <u>Section 80.47</u></p>	<p>In certain cases, your organization may require a person with a disability to be accompanied by a support person for health or safety reasons.</p>	<p>In certain cases, your organization might require a person with a disability to be accompanied by a support person for health or safety reasons.</p> <p>Before making a decision, your organization must:</p> <ul style="list-style-type: none"> • consult with the person with a disability to understand their needs • consider health or safety reasons based on available evidence • determine if there is no other reasonable way to protect the health or safety of the person or others on the premises <p>In such a situation, you must waive the admission fee or fare for the support person, if one exists.</p>	<ul style="list-style-type: none"> • Update your <u>accessible customer service policy</u>

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<p><u>Feedback</u> <u>Section 80.50</u></p>	<p>Provide a way for your customers who have disabilities to comment on how you provide accessible customer service.</p>	<p>Provide a way for your customers who have disabilities to comment on how you provide accessible customer service.</p> <p>Ensure your feedback process is accessible by providing or arranging for accessible formats and communication supports, on request.</p>	<ul style="list-style-type: none"> Update your <u>accessible customer service policy</u>
<p><u>Documenting policies, practices and procedures</u> <u>Section 80.46</u></p>	<p>If you are a business or non-profit with 20 or more employees, put your accessible customer service policy in writing and make it available to people who request it. Provide it in a format that takes into account the person's disability.</p>	<p>If you are a business or non-profit with 50 or more employees, put your accessible customer service policy in writing and make it available to people who request it. You may post it publicly or on your website. Provide it in accessible format or with communication support, on request.</p>	<p>If you are a business or non-profit with 20–49 employees:</p> <ul style="list-style-type: none"> You no longer have to put your accessible customer service policy in writing or make it public You must still <u>submit an accessibility compliance report</u> by the deadline <p>If you are a public sector organization:</p> <ul style="list-style-type: none"> You must continue to put your <u>accessible customer service policy</u> in writing and make it publicly available

Learn more about these changes at ontario.ca/accessibility.