



Accessibility Standard for Customer Service Checklist

The following checklist is designed to help Ontario businesses and organizations assess their compliance with the Accessibility for Ontarians with Disabilities Act (AODA) standards related to customer service. Ensure that your policies and practices align with these standards to create an inclusive and accessible environment.

Question	Yes	No	Comment
Policies, Practices, Procedures			
Has your organization developed and implemented a written customer service policy that addresses the requirements of the AODA?			
Does your organization offer information about your goods, services, and facilities in accessible formats upon request?			
Does your organization keep a written record of all required policies, procedures, and practices and let the public know that the policies are available on request?			
Training			
Have each of your employees and volunteers who provide customer service received accessibility training on serving customers with disabilities?			

Does your organization meet communication needs by offering to communicate in different ways such as writing things down, reading things out loud, and taking extra time to explain things to ensure effective communication with all customers?			
Is the training offered by your organization provided in a format that is accessible to all employees?			
Does your organization keep records of accessibility training for each volunteer and employee?			
Does your organization keep records of completed and signed compliance statements by each trained employee and volunteer?			
Service Animals			
Unless excluded by another law (i.e. food and safety), does your organization allow customers to enter your premises with a service animal and keep their service animal with them throughout their time spent in your facility?			
If excluded by another law (i.e. food and safety), does your organization have measures in place to allow a customer that typically requires a service animal to obtain, use, and/or benefit from the goods and/or services your organization provides?			
Does your organization provide training to employees and volunteers on how to interact with customers who are accompanied by a service animal?			

Is the use of service animals by customers included in your policies, practices, and procedures?			
Support Persons			
Does your organization ensure that individuals with disabilities are allowed to bring their support persons with them to access goods, services, or facilities?			
Are your employees and/or volunteers trained on how to properly communicate with a customer who is accompanied by a support person?			
If fees are applicable to other customers, does your organization ensure that support persons are not charged for admission to the premises or for the use of goods, services, or facilities.			
Does your organization ensure that the individual can be always accompanied by their support worker during their time spent within your facility?			
Is the use of support persons by customers included in your policies, practices, and procedures?			
Assistive Devices <i>Different types of assistive devices may include mobility aids (wheelchairs, canes, walkers), hearing aids, visual aids (screen readers, braille displays, magnifiers), communication devices (speech-generating devices), medical devices (respirators, insulin pumps), etc.</i>			
Does your organization allow the use of personal assistive devices by people with disabilities to access goods, services, or facilities, unless there are legitimate safety concerns?			

<p>If your organization provides assistive devices on the premises to assist customers, do you ensure that these devices are in good working order and that customers are aware of their availability?</p>			
<p>Does your organization provide notice of any temporary disruptions in services or facilities that may impact customers with disabilities, including those who use assistive devices?</p>			
<p>Are your employees and/or volunteers trained on the different types of assistive devices and how to communicate/interact with customers using assistive devices?</p>			
<p>Is the use of assistive devices by customers included in your policies, practices, and procedures?</p>			
<p>Notice of Service Disruptions</p>			
<p>Does your organization know of, and adhere to, the rule that they must provide notice in the event of a planned or unexpected disruption in services or facilities that may impact customers with disabilities?</p>			
<p>Do notices of service disruptions posted by your organization include information about the reason for the disruption, the anticipated duration, and a description of alternative facilities or services, if available? Does this include posting notices in conspicuous places, on websites, or via other accessible means?</p>			
<p>Are staff and volunteers who interact with the public or are involved in the development of policies, practices, and procedures related to the provision of goods, services,</p>			

facilities, or accommodation trained on providing notice of disruptions?			
Feedback Process			
Have you established a feedback process that allows customers to provide input or raise concerns regarding the accessibility of your goods, services, or facilities?			
Is the feedback process accessible to individuals with disabilities and does it consider various communication preferences and formats?			
Does your organization welcome and respond promptly to feedback that you receive on the accessibility of goods and services and take action on any concerns raised?			
Do you document the actions that you take to respond to the feedback your organization receives and is the information available upon request in accessible formats?			
Does your organization make information about the feedback process readily available to the public? Can this information be provided on the organization's website, in accessible formats, or upon request?			
Does your organization provide responses to feedback in a timely manner and in a format that is accessible to the individual who provided the feedback?			
Accessibility Compliance Report			

If your organization has 20 or more employees, have you filed an accessibility compliance report with the Accessibility Directorate of Ontario?			
Periodic Review and Update			
Does your organization regularly review, and if necessary, update your customer service policy to ensure ongoing compliance with AODA standards?			

*Please note that this checklist serves as a guideline. Ensure you refer to the AODA and its regulations for the complete requirements related to customer service standards.