

# Advisory Committee of Council Memo



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Date	December 17, 2024
To	Accessibility Advisory Committee
From	Accessibility Services
Service Area	Strategic Initiatives and Intergovernmental Services
Department	Office of the CAO
Subject	Provincial Proposed Recommendations Customer Service Standards

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## Purpose

To inform AAC members of the opportunity to give feedback to the Province on the [proposed Customer Service standards](#). The deadline is January 9, 2025.

## Memo message

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) aims to identify, remove, and prevent barriers for people with disabilities. It sets accessibility standards in key areas of daily life, including customer service, to create a more inclusive Ontario.

The Province formed a committee who reviewed the AODA, Customer Service Standards, specifically. In developing their recommendations, the committee considered several factors: the issues or barriers to be addressed, the evolving accessibility landscape (such as new technologies and laws), the intended goals and impacts, alignment with existing AODA standards and the Ontario Human Rights Code, the best tools for implementation (regulatory or non-regulatory), and the ability to measure progress to help organizations implement changes.

The committee also recognized the need for time and flexibility for the government to implement the recommendations. They suggested that non-regulatory recommendations, such as guidance materials and resources, be implemented within 18 months, while regulatory recommendations should be implemented within three years. This approach balances the urgency for change with the need for organizations to prepare for new requirements.

The eleven recommendations include:

1. establishment of accessibility policies
2. accessible training
3. accessibility plans
4. feedback process required
5. format of documents

6. procuring or acquiring goods, services or facilities
7. notice of temporary disruptions
8. self-service kiosks
9. the use of service animals
- 10.the use of support persons
- 11.purpose, application and definitions; scope and interpretation

Committee members are encouraged to review and submit comments on these recommendations. This is a chance to give feedback and participate in the review of this important piece of legislation. The deadline to provide feedback on the Province's [proposed Accessible Customer Service standard](#) is January 9, 2025

**Approved By**

Leanne Warren

Supervisor Accessibility Services