

ILCWR'S PLAIN LANGUAGE ACCESSIBLE CUSTOMER SERVICE POLICY

Ontario Regulation 429/07

What is the AODA?

The Accessibility for Ontarians with Disabilities Act (AODA), 2005, is a law to make Ontario accessible to people with disabilities before January 1, 2025. The first standard to become law is the Accessible Customer Service standard.

What is the Accessible Customer Service Standard?

- A document that outlines the responsibilities of businesses and organizations that provide good service to people with disabilities.

What are we going to do?

We will provide services in a way that promotes:

1. Dignity
2. Independence
3. Integration
4. Equal opportunity

Providing Goods and Services to people with disabilities:

Communication

- Staff will communicate in a way that is best for the person with a disability
- If you need information in large print, Braille, plain language or in another way you must let ILCWR know

Telephone

- Staff will speak on the phone in clear, plain language

Assistive Devices

- 'Assistive devices' are equipment that help people with disabilities
- Staff will be trained to help people using assistive devices

Service Animals

- 'Service animals' are animals used by a person with a disability
- Service animals are not pets

- You may need ID for your service animal

Support Persons

- ‘Support persons’ are people who help people with disabilities
- They may help with communication, mobility or medical care
- We welcome support persons here

Disruption

- If for some reason our washrooms, elevators or office are closed temporarily we will let you know.
- We will post a notice in the building, on the telephone or on the ILCWR website

Training

- ILCWR will train all employees on how to help people with disabilities in our office
- We will do this in orientation, through handouts, workshops and other formats

Feedback

- You can give us feedback on our services
- Feedback will be directed to the Public Awareness & Education Coordinator
- You will receive a response in 10 days

Changes

- No changes will be made to this policy that will negatively affect people with disabilities and the services they receive

Questions

- If you have any questions about this policy contact the Public Awareness & Education Coordinator of ILCWR