

**Accessibility for Ontarians
with Disabilities Act
(AODA)**

**Customer Service
Standard**

ONE STUDENT AT A TIME

- To complete your training:
- Log into the “My Nipissing” portal
 - Click on the E-Learning tab
 - Click on the link called “Accessible Customer Service Training Tool” on the right

The complete **Accessible Customer Service Standard Training Handbook** can be found on the Nipissing University website at: www.nipissingu.ca/AODA

Accessibility Planning at Nipissing

Accessibility Planning at Nipissing is a shared responsibility across the entire University. It is coordinated by the Accessibility Planning Committee.

Background:

Since 1962, the **Ontario Human Rights Code** (OHRC) has provided persons with disabilities with the right to access goods, services, employment, etc. without discrimination. The Code requires employers, service providers and landlords, for example, to accommodate persons with disabilities to the point of undue hardship. The Code has resulted in some progress towards breaking down accessibility barriers in Ontario. However, progress has occurred on a case-by-case, reactive basis. Full access remains limited as persons with disabilities still encounter many barriers that prevent equal access and participation.

Accessibility Standards for Customer Service:

The Ontario government has developed a customer service standard, known as the Accessibility Standards for

Customer Service, Ontario Regulation 429/07, under the **Accessibility for Ontarians with Disabilities Act**. The customer service standard came into force on January 1, 2008, and applies to all people or organizations, both public and private, that:

- Provide goods and services either directly to the public or to other businesses or organizations, and
- Have one or more employees in Ontario

There is a mandatory training requirement set out by Ontario Regulation 429/07 under **The Accessibility for Ontarians with Disabilities Act (2005)**. The training is comprised of the following modules:

Module 1: Understanding the AODA and the Accessibility Standards for Customer Service

This module includes information about the Accessibility for Ontarians with Disabilities Act, the Accessible Standards for Customer Service, Ontario Regulation 429/07, a definition of disability, a description of barriers to accessibility, requirements and principles of the Customer Service Standard dealing with disruptions in service and provisions for a feedback process.

Module 2: Communicating with Customers with Disabilities

This module includes information about who our customers are and tips on how to communicate and interact with persons with the following types of disabilities:

- ◆ Learning Disabilities
- ◆ Mental Health Disabilities
- ◆ Intellectual or Developmental Disabilities
- ◆ Hearing Loss
- ◆ Vision Loss
- ◆ Deafblind
- ◆ Speech or Language Disabilities
- ◆ Physical Disabilities
- ◆ Oral Deaf
- ◆ Other Disabilities

Module 3: Serving Customers with Disabilities

This module broadens our understanding of service animals, support persons and assistive devices including suggestions on how to communicate or interact with these specific resources used by persons with disabilities.