

Ontario's first standard under the act, **customer service**, is now law. This standard applies to all business and organizations that provide goods or services and have at least one employee. Under this standard, businesses must train staff about serving customers with disabilities.

To comply, all obligated businesses and organizations must meet certain requirements including:

1. Set policies, practices and procedures for provision of goods or services to people with disabilities.
2. Make reasonable efforts to ensure that policies, practices and procedures are consistent with key principles of independence, dignity, integration and equality of opportunity.
3. Have policies on assistive devices used by people with disabilities to access goods or services and on outlining other measures they offer to enable them to access goods and services.

4. Take into account a person's disability when communicating with them.
5. Welcome, where appropriate, service animals into their premises.
6. Welcome support persons with individuals with disabilities, where appropriate, when individuals with disabilities are accessing goods or services.
7. Inform the public when facilities or services that people with disabilities usually use are temporarily unavailable.
8. Ensure that all the appropriate people receive training on topics outlined in the customer service standard.
9. Set up a process to receive, respond, and act on feedback about the manner in which they provide goods or services to people with disabilities.

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[www.providencecare.ca](http://www.providencecare.ca)

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# Accessibility for Ontarians With Disabilities Act (AODA)

***Being accessible  
to customers with  
disabilities isn't just  
the right thing to do,  
it's also the law.***

Providence  
Care

# Did you know?

Through the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), the province is becoming more accessible for people with disabilities. Under the act, accessibility standards are being developed. These are the rules that Ontario businesses and organizations must follow to break down barriers for people with disabilities.



## How you can help

Let staff know when you need accommodation for a disability. This will help us better meet your needs.

At Providence Care we support accessible customer service by treating each person with respect, dignity and compassion. Our client and family centred approach focuses on working together with clients and families to find solutions that best meet your needs.

### *For example:*

1. Trouble walking long distance.

Staff can either direct you to an alternate entrance or ensure that support is provided to allow you to get to your destination.

2. Anxiety due to crowds.

There may be a need to change the appointment location or book the first appointment of the day.

- ◆ If you require support from a service animal, you may be required to bring a letter from a physician or nurse, supporting your need for the animal. You will be responsible for keeping your animal in your control, caring for your animal and cleaning up after your animal.
- ◆ You are welcome to bring a support person to Providence Care.
- ◆ Please give us suggestions on how we can improve our customer service and accessibility. You can provide suggestions in writing, via email to [info@providencecare.ca](mailto:info@providencecare.ca) or by speaking to any staff member.

