



Accessibility for Ontarians with Disabilities Act Operator Information

Customer Service Standard

All employers that deal with the public must implement the Customer Service Standard by Jan. 1, 2012. This applies to all child-care operators.

The Customer Service Standard is basically a common sense approach to offering service that you most likely provide on a daily basis. The purpose of the standard is to provide service to persons with disabilities that will ensure dignity, independence, integration and equality of service.

The [Ministry of Community and Social Services](#) provides valuable information related to this standard, under the Making Ontario Accessible heading. The Ministry website provides numerous tools to support compliance. There is a guide and template to assist operators design a plan, resources to support staff training and a compliance wizard.

Employment Standard

The Accessibility Standard for Employment will help Ontario businesses and organizations make accessibility a regular part of finding, hiring and supporting employees with disabilities.

Requirements are being phased in depending on the:

- type of organization (private or public)
- number of employees in the organization

Please visit the Ministry website to gain knowledge of the full requirements.

Some key dates that employers need to be aware of include:

- all sectors were required to provide individualized workplace emergency response information to employees, when necessary, as of January 1, 2012.
- the other requirements of the standard will be phased in for:
 - public sector organizations (hospitals, municipalities, colleges and universities) beginning in 2014 and 2015
 - private and non-profit organizations beginning in 2016 and 2017.

If this information is required in an accessible format, please contact 1-800-372-1102 ext. 2671

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