

## Recent changes to AODA Customer Service Standards

### Recent changes to the Accessibility for Ontarians with Disabilities Act, 2005 – Customer Service Standards, effective July 1, 2016

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) became law on June 13, 2005. Under this landmark legislation, the government of Ontario has developed mandatory accessibility standards that identify, remove and prevent barriers for people with disabilities.

**Effective July 1, 2016**, the Customer Service Standards which came into effect on January 1, 2008, have been consolidated with the Integrated Accessibility Standards into one regulation. Five Accessibility Standards are now in place under the IASR (Ontario Regulation 191/11):

- Information and Communications Standards;
- Employment Standards;
- Transportation Standards;
- Design of Public Spaces Standards (Accessibility Standards for the Built Environment); and
- Customer Service Standards.

All businesses in Ontario are required, by law, to follow this regulation and its standards.

College policy **P203: Accessibility for Persons with Disabilities** has been updated to reflect the combined standards regulation and other changes under the Customer Service Standards.

The following are key changes to the Customer Service Standards, effective July 1, 2016:

#### **Expanded Training Requirements**

Accessible customer service training must be provided to all employees, volunteers, third-party contractors/consultants, paid students/interns (those who have already completed the training do not have to be retrained).

#### **Feedback**

The College is required to solicit feedback on the accessibility of specific customer service feedback processes and make accessible to people with disabilities by providing or arranging for accessible formats and communication supports when requested.

#### **Service Animals**

If you cannot easily identify that an animal is a service animal, you can ask the person to provide documentation from a regulated health professional. The list of regulated health professionals who can certify that a person with a disability requires a service animal has been expanded to include Doctors, Nurses, Audiologists/Speech Languages Pathologists, Chiropractors, Occupational Therapists, Optometrists, Physiotherapists, Psychologists, and Psychotherapists/Registered Mental Health Therapists.

#### **Support Person**

The College can only require a person with a disability be accompanied by a support person for health or safety reasons. The College will consult with the person with a disability to understand his/her needs, consider health and safety reasons based on available evidence and determine if there is no other reasonable way to protect the health and safety of the person or others on the premises. Admission fees, if any, would be waived for the support person.

Accessibility information, resources and policies are available on the [myFanshawe portal](#) and the [College website](#).