



Huron County Accessibility Advisory Committee

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What will my business have to do to comply with the Accessibility Standards for Customer Service?

The Accessibility Standards for Customer Service (Ontario Regulation 429/07) came into force on January 1, 2008. If you are a **provider of goods or services**, and have **one or more employees** in Ontario, you will be required to comply with the regulation.

The following is a summary of requirements:

1. Establish policies, practices and procedures on providing goods or services to people with disabilities.
2. Set a policy on allowing people to use their own personal assistive device to access your goods and use your services and about any other measures your organization offers (assistive devices, services or methods) to enable them to access your goods and use your services.
3. Communicate with a person with a disability in a manner that takes into account his or her disability.
4. Train staff, volunteers, contractors and any other people who interact with the public or other third parties on your behalf on a number of topics as outlined in the customer service standard.
5. Train staff, volunteers, contractors and any other people who are involved in developing your policies, practices and procedures on the provision of goods or services on a number of topics as outlined in the customer service standard.
6. Allow people with disabilities to be accompanied by their guide dog or service animal in areas of the premises you own or operate that are open to the public, unless the animal is excluded by another law. If a service animal is excluded by law, use other measures to provide services to the person with a disability.
7. Permit people with disabilities who use a support person to bring that person with them while accessing goods or services in premises open to the public or third parties.
8. Where admission fees are charged, provide notice ahead of time on what admission, if any, would be charged for a support person of a person with a disability.
9. Provide notice when facilities or services that people with disabilities rely on to access or use your goods or services are temporarily disrupted (i.e. elevator maintenance).
10. Establish a process for people to provide feedback on how you provide goods or services to people with disabilities and how you will respond to any feedback and take action on any complaints. Make the information about your feedback process readily available to the public.

If you are a **designated public sector organization or other provider with 20 or more employees**, you must also:

1. Document in writing all your policies, practices and procedures for providing accessible customer service and meet other document requirements set out in the standard.
2. Notify customers that documents required under the customer service standard are available upon request.
3. When giving documents required under the customer service standard to a person with a disability, provide the information in a format that takes into account the person's disability.

Additional information for you:

At the Ministry of Community and Social Services website [www.accesson.ca] you will find information and resources to help you understand how to comply with the regulation.

Visit the Government of Ontario e-Laws website to read:

[Accessibility Standards for Customer Service \(Ontario Regulation 429/07\)](#)

PLEASE NOTE: The list appearing in this fact sheet were prepared by the Accessibility Directorate of Ontario and is for information purposes only. This is not legal advice and should be read together with the official language of the standard.