Accessibility Standard for Customer Service

Course Overview:

Ontario's Accessibility Standards for Customer Service, Ontario Regulation 429/07 aims to give people with disabilities the best possible customer service. This course explains the laws relating to providing goods and services to people with disabilities, how to communicate with people that have various disabilities, as well as how to provide good customer service to people who use assistive devices, service animals, or support persons.

Who Should Take the Course?

This course is designed for all employees, volunteers and others who deal with the public and other third parties. This is also meant for all people involved in the development of your organization's policies, practices and procedures regarding providing goods and services in Ontario.

Course Objectives:

The purpose of this course is to provide a foundation that you can build upon when understanding the best ways to provide excellent customer service to people with disabilities, while respecting the principles of dignity, independence, integration and equal opportunity.

The course is presented in 4 modules:
1. Accessibility and the Law
2. How to Relate and Communicate to People with Various Disabilities
3. Assistive Devices, Service Animals and Support Persons
4. Policies, Practices, Procedures and Other Accommodations and Documentation

Evaluation Process:

At the end of each module, there is a test. Participants must successfully complete the test before continuing to the next module. Participants that do not achieve 100% can review the module content and try as many times as necessary to advance and complete the course. Test questions are randomly selected from a test bank, making each test unique.

Upon successfully completing all modules, there is a printable certificate for your records.

Course Duration:

This online course is self-paced. Participants may leave the course at anytime and can resume where they left off. The duration will depend on the individual participant and their prior knowledge of the subject matter. On average, the course will take between 1.5 – 2.5 hours to complete.