

I have limited time and financial resources; how do I meet the training requirements for the AODA Customer Service Standard?

www.mcscs.gov.on.ca/mcscs/serve-ability/splash.html

Serve-Ability: Transforming Ontario's Customer Service is a free training offered by Ministry of Community and Social Services that meets the Customer Service Standard of the AODA.

On June 13, 2005 the Ontario Government passed The Accessibility for Ontarians with Disabilities Act (AODA), 2005. The AODA standards are the rules that businesses and organizations in Ontario will have to follow to identify, remove, and prevent barriers to accessibility. The first AODA standard to become law was the Customer Service Standard and it establishes accessible customer service to people with disabilities.

The Training includes:

1. Purpose of the act
2. Requirements of the customer service standard
3. Serving customers with disabilities
4. Service animals
5. Support persons
6. Assistive devices
7. If there are difficulties accessing your services

<http://www.ohrc.on.ca/en/learning/working-together-code-and-aoda>

The *Accessibility for Ontarians with Disabilities Act* (the AODA) requires every employer and employee in Ontario to take training on the AODA and the Ontario *Human Rights Code* in the next couple of years.

To assist them, in early 2013 Ontario Human Rights Commission partnered with the Accessibility Directorate of Ontario to create a video program. *Working together: the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act* takes an animated look at the law. It includes sections on:

- the *Code*
- understanding the duty to accommodate
- applying human rights principles
- compliance and enforcement

Features of the 20-minute program include:

- a video available in Flash and HTML
- print, transcript, audio-only and ASL/SLQ versions
- a quiz to test your learning

The program is for all Ontario Public Service employees, and is just a click away for anyone who wants this training.