

Customer Service Standard

Accessibility for Ontarians with
Disabilities Act (AODA)

AODA / ODA

- AODA is the new legislation which will be replacing portions of the ODA.
- Currently both the Accessibility for Ontarians with Disabilities Act and the Ontario Disability Act are operating in the province.

Customer Service Standard

- The Customer Service Standard is the first of five standards to become law under the AODA. Part of the standard requires the University of Toronto to provide specific information to all staff and faculty who interact with students, or members of the public.
- Information must include: how to interact and communicate with persons with various types of disabilities, types of assistive devices, support people, and support animals, what to do if a person is having difficulty accessing services, and policies at our institution which support persons with disabilities.

Printed Material

(front)

Information regarding the standard.

Concerns for accessing service

Legislation and policies

Disclosing a disability

The definition of disability under the AODA

Printed Materials

(back cover)

Assistive Devices

Support People and Animals

Tips for Meetings/ Events/ Classes

Resources on Campus

Interested in More?!

- If you are interested in more learning opportunities around accessibility or accommodations please visit:

The accessibility services on your campus
Health and Wellbeing Programs & Services
www.aoda.utoronto.ca under events link