

Customer Service Standard
Accessibility for Ontarians with Disabilities Act (AODA)

Thank you for taking the time to become your department/ divisional liaison officer to help with the implementation of the 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.

As a Divisional Liaison Officer you need to let me know how many staff and or faculty are in your division in order for me to complete the tracking requirements as set forth by the Ministry. I will send you through intercampus mail the printed material for you to provide to your groups.

The printed material outlines basic information regarding how someone who is having difficulty accessing services would access help on campus, websites for University policies and Government legislation, the definition of a disability as defined by the OHRC and AODA, things to understand when someone discloses a disability, types of assistive devices, information on support people and animals, tips to consider when booking a meeting or event, and resources on campus. The website provides more in depth information on how to access assistance, a link to the legislation, information on the Bell relay service, and “what you need to know about various types of disabilities” tip sheets produced by the Ontario Government.

By providing your staff or faculty with the printed blue brochure and referring them to the website www.aoda.utoronto.ca you are completing the information sharing/ training requirement under the standard. You may wish to provide a more in depth training to specific staff groups (such as front line staff members) who have high interaction levels with the public or students. For these groups we are recommending the online training tool which will be released from Queen’s University and the Council of Ontario Universities in November.

If you chose the online training tool the recommendation at this time, due to reporting requirements, is that you provide your staff with the printed materials and once the online tool is ready, provide them with access to it as well. It is important to remember that the Customer Service Standard is simply the beginning of conversations regarding accessibility on our campuses. Our aim is to ensure that all members of our community are treated with respect and dignity. As a member of the University community your interactions with others make an impact.