

REQUIREMENTS AND TIMELINES

Requirements

- All organizations must:
 - establish and maintain, document and communicate to staff a policy on accessible customer service for persons with disabilities
 - identify, remove and prevent the creation of barriers to accessible customer service
 - offer equivalent customer service
 - provide alternative service until barriers are removed or equivalent service is available
 - where goods or services are accessed through an admission fee, all organizations must develop and implement policies and procedures related to the admission of accessibility support persons. Such policies and procedures may require persons and organizations to waive admission fees to accessibility support persons.
 - where a planned service disruption occurs, all organizations must inform customers in advance and identify the alternative service.
 - provide employees and volunteers with relevant training and learning opportunities on the AODA and its standards. In addition, organizations with more than 20 employees have to document and maintain records of training, learning opportunities or direction provided to employees and volunteers.
 - provide and communicate an accessible customer feedback process. In addition, larger organizations with more than 20 employees must document this process.
 - communicate information on how to access their alternative customer services.

Timelines

- Organizations with 20 or more employees must implement the proposed standard within 3 years of the regulation coming into force
- Organizations with fewer than 20 employees have 5 years to comply.