

Resources and Information for Municipal Contractors

Accessible Customer Service Training

In 2007, the Province of Ontario enacted legislation governing the provision of services to persons with disabilities, *Ontario Regulation 429/07, Accessibility Standards for Customer Service*. The compliance date for public sector organizations to meet the requirements under the regulation is January 1st, 2010.

As a public sector organization, the Town of Whitchurch-Stouffville has undertaken several measures to ensure compliance with the regulation. One of the requirements in the regulation is that any person or organization that provides goods or services to customers on behalf of the Town must receive training in providing accessible customer service.

Implications for Municipal Contractors

Businesses that the Town of Whitchurch-Stouffville has contracted to provide goods or services to customers on behalf of the Town must ensure that their employees are trained in providing accessible customer service. Starting in 2010, these training requirements will be included in all applicable RFPs and procurement processes, and the municipality will require proof of compliance under this legislation.

There are many training resources and materials available that can be used at no cost:

Town Policies and Guidelines:

- [Town of Whitchurch-Stouffville Accessible Customer Service Policy](#)
- [Town of Whitchurch-Stouffville Accessible Customer Service Guidelines](#)

Access ON Resources:

- [Accessibility Directorate of Ontario's Serve-Ability Training Video](#)
- [Accessibility Directorate of Ontario's Talk To Me Video](#)
- www.accesson.ca

Ministry of Community and Social Services Training Resources

- http://www.mcscs.gov.on.ca/mcscs/english/pillars/accessibilityOntario/accesson/compliance/customer/comp_training.htm

There are also many private organizations that can be contracted for a fee to provide accessible customer service training to employees.