



Accessibility for Ontarians with Disabilities Act (AODA)

IMPORTANT INFORMATION FOR ALL OUT OF THE COLD VOLUNTEERS!

Under the Accessibility for Ontarians with Disabilities Act (AODA), every person who provides direct service to the public, or interacts with the public, on behalf of Mosaic Interfaith Out of the Cold and York Region, must receive training about how to serve customers with disabilities.

You have received the following training package because you are part to Mosaic Interfaith Out of the Cold. **Please ensure to review the training materials:**

- Summary: York Region Accessible Customer Service Policy (to view the full policy at www.york.ca)
- Accessible Customer Training video (available at www.york.ca)



York Region Accessible Customer Service Policy – A Summary

York Region is committed to providing its goods and services in ways that respect the dignity and independence of people with disabilities, allowing them to benefit from the same services, in the same places and a similar way as other customers. The following provides highlights from our policies, practices and procedures* and have been developed to ensure customers with disabilities have access to our services:

- ✓ Communicate with customers in a way that takes into account the person's disability.
- ✓ Allow customers to use their own personal assistive devices, or those which may be offered by York Region, while accessing our services.
- ✓ Allow customers to be accompanied by a service animal in those areas of our facilities that are open to the public, unless excluded by law. If not permitted, provide the service in an alternate way.
- ✓ Allow customers who use a support person to bring that support person with them when accessing services in our facilities.
- ✓ Provide advance notice of any applicable fees that will be charged for the support person of a customer with a disability.

- ✓ Provide prompt notice when York Region facilities or services used by customers with disabilities are temporarily disrupted.
- ✓ Train all staff, volunteers and agents who provide direct service to members of the public on our behalf about how to serve customers with various types of disabilities.
- ✓ Receive and respond to feedback from the public about the way we provide service to people with disabilities in accordance with the Customer Service Strategy.
- ✓ Offer copies of specific documents about accessible customer service upon request, and in other formats if needed.

It is the responsibility of all staff, volunteers and agents who provide direct service to members of the public on our behalf to be familiar with the policies, practices and procedures of the York Region Accessible Customer Service Policy.

This is a summary only.
Please refer to the York Region Accessible Customer Service Policy for details.

To view the policy and for more information and resources on accessible customer service visit www.york.ca

* These policies, practices and procedures have been developed in accordance with the Accessibility Standards for Customer Service Regulation under the *Accessibility for Ontarians with Disabilities Act, 2005*.