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## Accessibility Training – Providing Service to Customers with Disabilities

Treating all your customers with individual respect and dignity is at the heart of excellent customer service. This program will teach your team how to identify the challenges of providing service to customers with disabilities and develop strategies for working around these challenges to deliver outstanding customer service. This program addresses the training requirements of the new Customer Service Standard under the Accessibility for Ontarians with Disabilities Act, 2005.

### Program Content:

#### Welcoming Customers with Disabilities

- What is a disability?
- Types of disabilities
- Impact on our society

#### Most Difficult Barrier – Our Attitudes

- What should our attitude be?
- Changing attitudes starts with changing our words
- Other types of Barriers
- Breaking down Barriers

#### Providing Service to those with Hearing Loss

- What is hearing loss?
- Identifying those with hearing loss?
- How do people with hearing loss communicate?
- How do I provide service to those with hearing loss?

#### Providing Service to those with Loss of Sight?

- Identifying those with loss of sight?
- Accessibility Challenges
- How do people with loss of sight 'see'?
- How do I provide service to a person with loss of sight?

#### Providing Service to those with Intellectual or Physical Disabilities

- What are Intellectual or Developmental Disabilities?
- How do I provide service to those with Intellectual Disabilities?
- What are Physical Disabilities?
- How do I provide service to those with Physical Disabilities?

#### Ontario Accessibility Legislation

- Why is the legislation important to me?

#### Summary

- Keys to Good Customer Service for people with Disabilities

#### Resource Section – Ontario Accessible Customer Service Standards

- What is the applicable legislation?
- What is considered a disability under the legislation?
- What is the Customer Service Standard?
- What does the Customer Service Standard require?
- What must your organization do to comply?
- By when must you comply?