

## **Information Sheet: Accessibility Standards for Customer Service**

### **INTRODUCTION**

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) became law in 2005. It provides the foundation for identifying, removing, and preventing barriers for people with disabilities.

The AODA allows the Government of Ontario to develop specific standards of accessibility for persons with disabilities. These standards are rules that businesses, organizations and government will need to follow to eliminate accessibility barriers.

Standards are being developed in key areas. The Customer Service Standard<sup>1</sup> is the first regulation created under the AODA. The Customer Service Standard addresses business practices and training needed to provide accessible goods and services to people with disabilities.

### **POLICY STATEMENT**

OCH is committed to providing housing and services in a way that respects the dignity and independence of people with disabilities. OCH will make reasonable efforts to provide people with disabilities the same opportunity to access OCH housing and services in the same place and in a similar way as other customers.

### **POLICY PRINCIPLES**

OCH will make reasonable efforts to ensure that OCH's policies, procedures and practices are consistent with the following principles:

1. Housing and services will be provided in a manner that respects the dignity and independence of persons with disabilities.
2. The provision of services to persons with disabilities must be integrated with service provided to others, unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the housing and services.
3. Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the housing or services.
4. Persons with disabilities may use assistive devices to use or benefit from OCH housing and services.
5. When communicating with a person with a disability, OCH will do so in a manner that considers the person's disability.

## **AODA CUSTOMER SERVICE STANDARDS AND PROCEDURES**

For a copy of OCH's Accessibility Standards for Customer Service Policy or Procedures, call 613-731-7223 or e-mail us at [accessibility@och.ca](mailto:accessibility@och.ca)

### **FEEDBACK**

Provide feedback on OCH's Accessibility Standards for Customer Service:

1. In-person at any OCH office
2. By telephone at 1-613-731-7223, extension 2305
3. In writing to:

**AODA Customer Service Standards Feedback  
Ottawa Community Housing  
39 Auriga Drive,  
Ottawa ON  
K2E 7Y8**

4. By email at [accessibility@och.ca](mailto:accessibility@och.ca)

- O. Reg. 429/07
- O. Reg. 429/07, s. 3 (2).
- O. Reg. 429/07, s. 3 (3).
- O. Reg. 429/07, s. 3 (4).