

Please note if your program is not checked, this Program Instruction is not applicable to your project(s)

- ✓ Public Housing
- ✓ Provincial Reform Housing Programs
- ✓ Municipal Non-Profit Housing Programs
- ✓ Federal Unilateral Housing Programs
- Rent Supplement - Commercial
- ✓ Rent Supplement - OCHAP & CSHP
- Rent Supplement Homelessness

Subject	York Region Accessible Customer Service – Mandatory Training
Authority	<i>Accessibility for Ontarians with Disabilities Act, (AODA), O. Reg. 429/07</i>
Effective Date	Immediately
What has Changed	Every person (staff, volunteers, students, etc.) who provides direct service to the public, or interacts with the public on behalf of York Region, must receive training about how to serve customers with disabilities.
Background	<p>The <i>Accessibility for Ontarians with Disabilities Act (AODA)</i> was passed in 2005 with the goal of a fully accessible Ontario by 2025. In order to accomplish this, the AODA will establish a number of accessibility standards. The first one legislated is in the area of Customer Service (O. Reg. 429/07) and York Region was required to comply with this Regulation by January 1, 2010. Other organizations/agencies must comply by January 1, 2012.</p> <p>By virtue of the Service Agreement between social housing providers and the Region, housing providers interact with the public and render services on behalf of the Region. As such, housing provider staff must be trained, using the materials developed by the Region.</p>
Housing Provider Responsibilities	<p>View the video.</p> <p>The Region has developed an Accessible Customer Service Training video which all housing provider staff, (including volunteers and students) must view, individually or as a group. The video lasts approximately 30 minutes.</p> <p>The video is located on the Region’s website and can be viewed by going to: http://www.york.ca/Services/Accessibility+Planning/Accessible+Customer+Service+Training.htm</p>

There is a closed captioned version as well as a non-closed captioned version to choose from. In addition, housing providers may obtain a copy of the video on DVD by contacting their Program Co-ordinator.

Review the Customer Service Policy.

A summary of the York Region Accessible Customer Service Policy is attached for reference. The full policy is available on the York Region website as listed above.

Complete the AODA Training Certificate.

Once the staff (including volunteers and students) have watched the video and reviewed the Customer Service Policy Summary, the housing provider must complete and sign the AODA Training Certificate and send it to their Program Co-ordinator. The Certificate is attached.

Train New Staff.

Housing providers should ensure that any new staff members (including volunteers and students) are trained and that AODA Training Certificates are submitted accordingly.

Summary

York Region is committed to providing exemplary customer service to residents and visitors. The Accessibility Standards for Customer Service present an opportunity for further enhancement.

Please contact your Program Co-ordinator if you have any questions.

Sylvia Patterson
General Manager
Housing and Long-Term Care Branch
Community and Health Services Department