

OCTOBER 22, 2024

ACCESSIBILITY ADVISORY COMMITTEE REPORT

REPORT NO. AAC-002-2024

CUSTOMER SERVICE STANDARD REVIEW INITIAL RECOMMENDATIONS

**ANDREA BOLTON
DEPUTY CLERK/ACCESSIBILITY COORDINATOR**

RECOMMENDATIONS

THAT the Accessibility Advisory Committee directs staff to submit the Committee's feedback on the Customer Service Standard Review initial recommendations to the provincial Customer Service Standards Development Committee.

FINANCIAL IMPLICATIONS

Nil.

CLIMATE CHANGE IMPLICATIONS

Where possible, reports are provided in a digital format to reduce the Counties' carbon footprint.

ACCESSIBILITY CONSIDERATIONS

This report can be made available in alternate accessible formats on request. The United Counties of Leeds and Grenville makes every effort to provide services in a manner that is inclusive, to ensure accessibility barriers are reduced or eliminated where possible. Meetings of the Accessibility Advisory Committee are livestreamed with closed captioning.

COMMUNICATIONS CONSIDERATIONS

The feedback provided by the Leeds and Grenville Accessibility Advisory Committee will be communicated to the Customer Service Standards Development Committee via email.

BACKGROUND

The Integrated Accessibility Standards Regulation (IASR), the Regulation to the Accessibility for Ontarians with Disabilities Act (AODA), is comprised of General Standards, Information and Communication Standards, Employment Standards, Transportation Standards, Design of Public Spaces Standards (Built Environment) and the Customer Service Standards. These standards are periodically reviewed by the Province to ensure they are up-to-date and effective.

In 2023, the Minister for Seniors and Accessibility established the second Customer Service Development Committee to conduct a second review of the Customer Service Standard. The Committee, which includes disability and sector representatives, has completed the initial review and has generated 11 recommendations to change the IASR, specifically the General and Customer Service Standards.

DISCUSSION/ALTERNATIVES

The Customer Service Development Committee is seeking comment from Ontarians with respect to the recommendations they have made. These recommendations, attached to this report, are provided to the Leeds and Grenville Accessibility Advisory Committee for review and consideration.

Comments from the Leeds and Grenville Accessibility Advisory Committee will be collected by staff at the October 22, 2024 meeting and submitted on behalf of the Committee to the provincial review committee.

The deadline for submission is January 9, 2025.

ATTACHMENTS

Review Committee's Initial Recommendations to the Province of Ontario

The report set out above has been reviewed and the information verified by the individuals listed below.

ANDREA BOLTON
DEPUTY CLERK/ACCESSIBILITY COORDINATOR

OCTOBER 16, 2024
DATE

ALISON TUTAK
INTERIM CHIEF ADMINISTRATIVE OFFICER

OCTOBER 17, 2024
DATE