

Accessible Customer Service Links and Resources

Accessibility for Ontarians with Disabilities Act (AODA) Contact Centre

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How Do I Get Started?

Free tools to help you get started – templates, samples, training tips

<http://www.mcass.gov.on.ca/en/mcass/programs/accessibility/customerService/>

Webcast - Providing accessible customer service for January 1, 2012

http://www.mcass.gov.on.ca/en/mcass/programs/accessibility/understanding_accessibility/videos_stories_tips.aspx

Serve-Ability: Transforming Ontario's Customer Service – Online training tool

<http://www.mcass.gov.on.ca/mcass/serve-ability/splash.html>

Training Resources

http://www.mcass.gov.on.ca/documents/en/mcass/accessibility/Tools/AO_TrainingResource.pdf

Employer Handbook

http://www.mcass.gov.on.ca/documents/en/mcass/accessibility/Tools/AO_EmployerHandbook.pdf

Organizations with 20 or **more** employees

Checklist

http://www.mcass.gov.on.ca/documents/en/mcass/accessibility/Tools/Checklist_more20_en.pdf

Training Tips

http://www.mcass.gov.on.ca/documents/en/mcass/accessibility/Tools/TrainingTips_more20_en.pdf

Template Plan

http://www.mcass.gov.on.ca/documents/en/mcass/accessibility/Tools/TemplatePlan_en.pdf

Organizations with **less** than 20 employees

Checklist

http://www.mcass.gov.on.ca/documents/en/mcass/accessibility/Tools/Checklist_less20_en.pdf

Training Tips

http://www.mcass.gov.on.ca/documents/en/mcass/accessibility/Tools/TrainingTips_less20_en.pdf

Template Plan

http://www.mcass.gov.on.ca/documents/en/mcass/accessibility/Tools/TemplatePlan_en.pdf