



Review of the Accessible Customer Service Policy: Tips for Serving People with Disabilities

Presentation to

**York Region Accessibility
Advisory Committee**

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Agenda

- Background on Tips/Philosophy
- YRAAC Suggested Changes
- Next Steps

Purpose of Today's Presentation

- We are seeking your feedback and advice on:
 - Tips for serving people with disabilities
 - Best accessible service examples

Background on Tips

- Developed from 2008 to 2009
- Informed by best practice research
- Consulted with:
 - Community Groups, including:
 - People with disabilities
 - Those who serve/represent people with disabilities
 - York-Durham Aphasia Society (special session)
 - York Region Accessibility Advisory Committee
 - York Region Staff

Background on Philosophy

- “How may I best help you?”
 - People are experts on how we can best help them
 - Listen
 - Be flexible
 - Be service-minded
- Mirror existing practices as much as possible
- It’s the right thing to do
 - And the law!

Suggested Changes

- Support Persons
- Service Animals
- Make listings alphabetical
- Increase information about mental illness disabilities
- Change “general language section” to be more positive

We Want to Hear From You

- We want to best serve people with disabilities

Does anyone have any feedback to share about the existing tips?

We Want to Hear From You

Would anyone like to share
positive examples of
accessible customer service?

We Want to Hear From You

- Continue to send your ideas to Valentyna until June 30th

Next Steps

- Update materials
- Share with staff