

C2  
Communication  
Accessibility Advisory Committee -  
September 18, 2023  
Item # 2

# Accessible Customer Service Policy

Updated Draft Policy 2023



# Policy Background, Purpose & Scope

The **Accessible Customer Service Policy** is required by the AODA, and states the City of Vaughan's commitment to accessible service for people with disabilities

The **Policy** applies to:

All employees, elected officials, citizen members of public committees, contractors & vendors -- anyone providing services or interacting with 'customers' (residents, visitors & other staff) on behalf of the City

# Key Principles

The City aims to provide programs & services that meet or exceed AODA requirements, based on the following principles:

- respect for the dignity and independence of people with disabilities
- equal opportunity for people with disabilities to access, use & benefit from City services or programs with same quality & timeliness others receive
- integration of services to the broader public, unless alternative ways of providing the service or program are necessary for equal opportunity

# Policy Points

1. Policies, Practices & Procedures
2. Personal Assistive Devices
3. Communication
4. Service Animals
5. Support Persons
6. Temporary Disruption
7. Training (accessible customer service)
8. Feedback & Complaints
9. Documentation (accessible formats)



# Point to Ponder



**Questions/  
Comments**