

## **Accessibility Standards for Customer Service, Ontario Regulation 429/07**

The Ontario government introduced legislation back in 2007 to address accessibility of goods and services for those with disabilities. As of January 1, 2012 these regulations have taken affect for all private companies who offer goods and/or services to the general public (or to third parties).

The regulations require the creation of policies, procedures and practices to address issues that face those with disability and access to the goods and services offered. If the company has 20 or more employees there are some additional requirements, including, having your policies, procedures and practices written out and available upon request by the general public, and the need to perform an annual accessibility report to the government.

The point of the new regulation is to be proactive and address potential barriers to accessibility before they actually happen. This is but the first step that the Ontario government is taking to address barriers affecting those with disabilities and future regulations and amendments to legislation will be forth coming to address these.