



Accessibility Standard for Customer Service

for organizations with fewer than 20 employees

Here's a short checklist to help you make sure you've done everything.

Step 1: Created and put in place an accessibility plan that:

- Considers a person's disability when communicating with them
- Allows assistive devices in your workplace, like wheelchairs, walkers and oxygen tanks
- Allows service animals
- Welcomes support persons
- Lets customers know when accessible services aren't available
- Invites customers to provide feedback

Step 2: Trained your staff on accessible customer service

