



WORKPLACE ACCESSIBILITY ASSESSMENT FORM

ASSESSING YOUR PREPAREDNESS FOR THE
AODA CUSTOMER SERVICE STANDARD

COMPANY NAME:

LOCATION:

DATE OF ASSESSMENT:

NAME OF ASSESSOR:

Disclaimer:

This tool is intended to highlight areas in your company's current policies, practices, procedures, and physical environment that may be in need of adjustment as you become compliant with the **Customer Service Standard** of the **Accessibility for Ontarians with Disabilities Act (AODA)**.

A more detailed analysis of your workplace policies, practices and procedures or of a particular situation/issue may be appropriate. Contact Clear Path for details.

As per the AODA, Clear Path recommends that you use the results of this assessment to identify areas where immediate action should be taken to comply with the legislation and where policies, practices & procedures should be established to increase accessibility over the long-term.



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Company Name:
 Location:
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Note: This survey is focused on your preparedness for the Customer Service Standard of the AODA, which comes into effect for most businesses on January 1, 2012. It does not necessarily assess elements for the other four AODA standards.

History:

1. Are you aware if your company has experience assisting customers with a disability, such as:

		Yes, ongoing customer(s)	Yes, once off or occasional	No	Unsure
a.	Someone who is blind or has low vision?				
b.	Someone who is Deaf or hard of hearing?				
c.	Someone with a speech impediment (including stuttering, neurological disorders such as Tourette 's syndrome, effects of stroke, etc.)?				
d.	Someone with limited manual dexterity (may have difficulty grasping pens, money, etc. due to arthritis or other issue)?				
e.	Someone who uses a wheelchair, crutches or a cane due to mobility challenges (from back/leg injuries or as the result of diseases such as arthritis, cerebral palsy, multiple sclerosis, or muscular dystrophy)?				
f.	Someone with an intellectual disability?				
g.	Someone with a psychological disability (including anxiety)?				
h.	Someone with a disability not mentioned above?				

Comments:

2. Has a customer ever complained that your business was not accessible for someone with a disability?

<input type="checkbox"/>	Yes	<u>Comments:</u>
<input type="checkbox"/>	No	
<input type="checkbox"/>	Unsure	

3. Has a staff member ever complained that your business was not accessible for someone with a disability?

<input type="checkbox"/>	Yes	<u>Comments:</u>
<input type="checkbox"/>	No	
<input type="checkbox"/>	Unsure	

4. Has your business ever been subject to a Human Rights complaint or any other legal action related to accessibility?

<input type="checkbox"/>	Yes	<u>Comments:</u>
<input type="checkbox"/>	No	
<input type="checkbox"/>	Unsure	



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History (Continued):

5. Are you aware if any of your staff members have a disability?

<input type="checkbox"/>	Yes	<u>Comments:</u>
<input type="checkbox"/>	No	
<input type="checkbox"/>	Unsure	

Note: Details of a person's disability are to be treated as confidential information.

6. Do you have a written emergency response plan that outlines who is responsible for assisting any staff member or customer with a disability out of your premises in the event of an emergency situation?

<input type="checkbox"/>	Yes	<u>Comments:</u>
<input type="checkbox"/>	No	
<input type="checkbox"/>	Unsure	

Note: This question relates to a new requirement for all employers under the AODA Integrated Standards Regulation, effective January 1, 2012.

6. Has a customer ever brought a service animal, such as a guide dog, into your premises?

<input type="checkbox"/>	Yes	<u>Comments:</u>
<input type="checkbox"/>	No	
<input type="checkbox"/>	Unsure	

8. Do any of your staff members have a concern with the presence of service animals (i.e. allergy, fear)?

<input type="checkbox"/>	Yes	<u>Comments:</u>
<input type="checkbox"/>	No	
<input type="checkbox"/>	Unsure	

9. Does your organization have an up-to-date employee policy manual?

<input type="checkbox"/>	Yes	<u>Comments:</u>
<input type="checkbox"/>	No	
<input type="checkbox"/>	Unsure	

10. Who will be your company's designated person in charge of AODA Customer Service Standard compliance?