

<b>Policy:</b> Accessible Customer Service Standards	<b>Form Number:</b> 10.8
<b>Subject:</b> Resources	<b>Effective Date:</b> January 1, 2010
	<b>Revision Date:</b>
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Accessibility for Ontarians with Disabilities:

[www.mcass.gov.on.ca/mcass/english/pillars/accessibilityOntario](http://www.mcass.gov.on.ca/mcass/english/pillars/accessibilityOntario)

- Guide to the Accessibility Standards for Customer Service, Ontario Regulation 429/07  
Format: Print, online (HTML, PDF, Word)  
Language: English, French  
[http://www.mcass.gov.on.ca/mcass/english/pillars/accessibilityOntario/accession/compliance/customer/accessibility\\_guide](http://www.mcass.gov.on.ca/mcass/english/pillars/accessibilityOntario/accession/compliance/customer/accessibility_guide)
- Compliance Manual: Accessibility Standards for Customer Service, Ontario Regulation 429/07  
Format: Online (HTML, PDF, Word)  
[http://www.mcass.gov.on.ca/mcass/english/pillars/accessibilityOntario/accession/compliance/customer/Compliance\\_Manual.htm](http://www.mcass.gov.on.ca/mcass/english/pillars/accessibilityOntario/accession/compliance/customer/Compliance_Manual.htm)
- Accessibility Standards for Customer Service: Summary of Requirements  
Format: Print, online (PDF, Word)  
Language: English, French  
[http://www.mcass.gov.on.ca/mcass/english/pillars/accessibilityOntario/accession/compliance/customer/Summary\\_require](http://www.mcass.gov.on.ca/mcass/english/pillars/accessibilityOntario/accession/compliance/customer/Summary_require)
- Training Resource: Accessibility Standards for Customer Service, Ontario Regulation 429/07  
Format: Print, online (HTML, PDF, Word)  
Language: English, French  
[http://www.mcass.gov.on.ca/mcass/english/pillars/accessibilityOntario/accession/compliance/customer/comp\\_training.htm](http://www.mcass.gov.on.ca/mcass/english/pillars/accessibilityOntario/accession/compliance/customer/comp_training.htm)
- Serve-Ability: Transforming Ontario's Customer Service  
Format: Online (Flash, HTML), CD  
Language: English, French  
<http://www.mcass.gov.on.ca/mcass/serve-ability/splash.html>

AODA Contact Centre:

Toll-Free: 1-866-515-2025

TTY: 1-416-325-3408/1-800-268-7095

Fax: 1-416-325-3407

AccessON: for videos, posters, legislation etc.

[www.AccessON.ca](http://www.AccessON.ca)

or

[www.AccessON.ca/compliance](http://www.AccessON.ca/compliance)

Ontario Municipal Accessibility Toolkit

[www.accessiblemunicipalities.ca](http://www.accessiblemunicipalities.ca)