

Accessible Customer Service Regulation as of January 2012

As of January 1, 2012, all organizations with one employee or more in the private and non-profit sector must be in compliance with the *Accessibility Standards for Customer Service Regulation* under the *Accessibility for Ontarians with Disabilities Act* (2005).

The regulation requires all organizations to give persons with disabilities an equal opportunity to access their services and products. This regulation is not about ramps and elevators. It's about making services and products accessible in a manner that respects the dignity and independence of all clients, including those with disabilities.

To comply with the regulation, RDs in private practice need to have a plan in place for clients with disabilities, including:

- How to communicate with persons with a disability;
- Allowing assistive devices in your workplace, e.g., wheelchairs, walkers, oxygen tanks);
- Allowing service animals in your workplace;
- Welcoming support persons;
- Inviting customers to provide feedback; and
- Having a procedure for communicating disruptions in service.

For more information about what you need to do to comply with the *Accessible Customer Service Regulation* see www.accessON.ca

You may also view the College's *Accessibility Policy* at www.collegeofdietitians.org at the bottom of the web page.

