

AODA

Accessibility for Ontarians with Disabilities Act



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Accessibility Standards for Customer Service

As of January 1, 2012, all private sector organizations with one or more employees in Ontario were required to be in compliance with all elements of the Accessibility Standards for Customer Service Regulation, this includes all our Boston Pizza locations throughout Ontario.

[By law](#), franchisees will need to incorporate these standards into store policies and daily operations:

(Source: [How to make customer service accessible](#) for Ontario)

- Reasonable efforts to ensure that your policies, practices and procedures are consistent with the core principles of equal opportunity.
- Allow people to use their personal devices on your premises and about any other measures your store offers (assistive devices, services, methods) to help people to access your goods and services.
- Communicate with persons with a disability in a manner that takes into account the person's disability.
- Allow people with disabilities to be accompanied by their service animal in those areas of your premises that are open to the public, unless the animal is excluded by another law.
- If the service animal is excluded by law, then have an alternative method to provide services.
- Allow guests with disabilities to be accompanied by a support person in premises open to the public.
- Provide notice when facilities or services on which customers with disabilities rely are temporarily disrupted.

- Train staff who interact with the guests on your behalf on topics outlined in the customer service standard and training material available on BP Learning.
- Establish a process for guests to provide feedback on how you provide goods or services to people with disabilities.
- Include in this feedback process how you will respond and take action on complaints.
- The information about your feedback process must be readily available in-store if requested. All information is available on [Boston Pizza.com](http://BostonPizza.com) and on page 11 of the [Policies, Practices and Procedures for Accessible Customer Service](#)

The government has the authority to set monetary penalties to enforce compliance with accessibility standards. The proposed penalties will only be used after all compliance assistance efforts have been exhausted.

Amounts for these penalties range from \$200 to \$15000, depending on the size and type of organization, their compliance history and the impact of the violation.

Accessibility Policy (Store copy)

Working with a Accessibility Consultant, BPI has help developed the [mandatory accessibility policy and procedures](#) required for stores in Ontario.

Please print, read and store the policy available in the resource library and share the policy with all management and staff.

Getting Started:

Requirements are in effect since January 1st, 2012

Action Steps Required:

- ***Step 1 - Staff Training:*** Employee training available on: [BPLearning](#) All current and new employees (management and staff) are required by law to take the “Customer Service Standard” online training course (free of charge). [English](#) [French](#)
- ***Step 2 - Staff Testing:*** Once On-line training course is completed; all employees must complete the [accessibility quiz](#) available on BP Learning. Once the quiz is complete on BP Learning, answers are automatically tracked.

Additional Resource: Use the [excel spreadsheet](#) provided, to track all employees who have received on-line training and have completed the required quiz.

- ***Step 3 - Acknowledgement:*** Print and file the [template plan document](#). The document is a statement of acknowledgement that you understand and comply with all that is required under the Accessibility Act.
- ***Step 4 – Reporting:*** Report on your store accessibility.

Accessibility Standard for Customer Service

Use the [Accessibility Compliance Reporting](#) tool to file your report online. The reporting tool is on [ONE-key ID](#) website.

The first thing you'll need to do is set up your One-Key ID account. (You may already have one if you have used ONE-Source services before.)

ONE-key gives individuals and organizations secure access to online Ontario government services. Once you have a ONE-key ID and password, you will use them to log in directly to the services you need.

Create your ONE-Key Source account:

Step 1: Follow these steps to register:

- a) Visit https://www.quarts.mah.gov.on.ca/QUARTSReg_enu
- b) From the ONE-key website, click on "Sign up now!"
- c) Complete all mandatory fields, which are marked with a red asterisk
- d) To complete the request, click on the red "Sign up" button
- e) If you need assistance, please call ServiceOntario at 416-326-1234 (GTA) or 1-800-267-8097.

Step 2: Complete, certify and submit your accessibility report.

Now that you have created your ONE-key account, you are ready to complete, certify and submit your accessibility report.

- a) Click on the Accessibility Compliance Reporting (ACR) tab and follow the prompts.

Sources for references: Completing your [AODA](#) accessibility compliance report

- [1. The law](#)
- [2. What you need to file a compliance report](#)
- [3. Submit a report](#)
- [4. Update your information](#)
- [5. Accessible alternate formats](#)
- [6. Contact us](#)