Office of the Auditor General of Ontario

Accessible Customer Service Policy

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1.0 Document History

Revision Number	Revision Date	Effective Date	Description of Changes	Approved By
N/A	N/A	October 1, 2026	N/A	Pauline Yick, Chief Operating Officer

2.0 Policy Statement and Application

This policy outlines the Office of the Auditor General of Ontario's ("OAGO") commitment to providing accessible customer service.

The OAGO is committed to providing a respectful, welcoming and inclusive environment for all individuals who seek the services we provide. All OAGO employees are expected to comply with this policy when delivering services to our customers or conducting business on behalf of the OAGO.

3.0 Purpose of the Policy

The Office of the Auditor General of Ontario is committed to providing accessible, high-quality service to the public. The purpose of this policy is to ensure that all members of the public have unrestricted and dignified access to our services, in accordance with the Accessibility for Ontarians with Disabilities Act (the "AODA").

4.0 Effective Date and Timing

This policy comes into effect on October 1, 2026.

5.0 Definitions

For the purposes of this policy, these terms have the following meanings:

Barrier	Anything that prevents a person with a disability from fully participating in all aspects of society because of their disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or practice.
Disability	For the purposes of this policy, the term "disability" includes: (a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device; (b) a condition of mental impairment or a developmental disability;

	(c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language; (d) a mental disorder; or (e) an injury or disability for which benefits were claimed or received under the Workplace Safety and Insurance Act, 1997, S.O. 1997, c. 16, Sched. A.
Employee	Any person regarding whom the OAGO pays wages or a salary, has control over their assigned work and has a right to control the details of their work. This includes, but is not limited to, full-time, part-time, and contract employees.
Service Animal	An animal is a service animal for a person with a disability if: a) it is readily apparent that the animal is used by the person for reasons relating to their disability; or b) the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.
Support Person	A person who accompanies a person with a disability in order to help with communication,

	mobility, personal care or medical needs or with access to goods or services.

6.0 Roles and Responsibilities

- **Employees:**
  - Complete mandatory training on the AODA customer service standard and the Ontario Human Rights Code.
  - Provide accessible service by interacting respectfully with people who use mobility assistive devices, service animals or support persons.
- **People and Culture:**
  - Develop, maintain and periodically review this policy and related accessibility procedures to ensure compliance with applicable requirements.
  - Coordinate mandatory accessibility training, maintain training records and provide guidance to employees and managers.
  - Support requests for workplace accommodation and accessible formats in accordance with applicable policies and legislation.
  - Monitor accessibility feedback, policy implementation and compliance obligations, and recommend corrective or preventive action where required.
- **Operations:**
  - Maintain accessible premises, public areas and service facilities, and address identified physical barriers in a timely manner.
  - Ensure assistive devices and accessibility features under OAGO control are available, operational and appropriately maintained.
  - Provide timely notice of planned or unexpected disruptions to accessible facilities or services, including available alternatives.
  - Incorporate accessibility requirements into facility planning, renovations, procurement and vendor coordination.

- **Management:**
    - Ensure employees understand and carry out their responsibilities under this policy and complete required accessibility training.
    - Promote accessible customer service practices and allocate appropriate resources to remove or prevent barriers within their areas of responsibility.
    - Respond promptly to accessibility concerns, accommodation needs and service disruptions, escalating issues when necessary.
    - Monitor compliance within their teams and support corrective actions and continuous improvement.
- **Auditor General or designated sponsor:**
    - Review and approve the Accessible Customer Service Policy and multi-year accessibility plan.
    - Submit the required compliance reports to the Ontario government and ensure the OAGO meets regulatory deadlines.

7.0 General Requirements

The OAGO is committed to providing accessible customer service to people with disabilities in a manner consistent with the principles of dignity, independence, integration and equal opportunity. The OAGO will strive to achieve full access to our services in the following areas:

7.1 Communication

Communication will be provided in a manner that respects the dignity and independence of persons with disabilities. When requested, OAGO employees communicating with persons with a disability will take into account the particular individual's needs and circumstances.

7.2 Assistive Devices

Persons with disabilities will always be permitted to obtain, use or benefit from the OAGO's services using their own assistive devices when needed. In the event that a person with a disability is hindered from accessing any services offered, OAGO employees will use their best efforts to deliver the same service in another way, upon request, and while respecting the autonomy and dignity of the individual.

7.3 Service Animals

The OAGO welcomes individuals with disabilities who are accompanied by a service animal and will treat these individuals and their service animals with respect. Employees will understand that "no pet" policies do not apply to service animals.

7.4 Support Persons

If an individual is accompanied by a support person, the OAGO will ensure that both persons may enter the premises and engage with our services together.

7.5 Notice of Temporary Disruptions

The OAGO is aware that persons with disabilities rely on certain services we provide. Temporary disruptions in OAGO services that are outside of our control may occur on occasion.

The OAGO will make reasonable efforts to provide notice when there is a temporary disruption in those services that people with disabilities usually rely upon. This notice will include information about the reason for the disruption, its anticipated duration and, if applicable, a description of alternative services that may be available. Notice of service disruptions will be provided as soon as possible

after we become aware of the disruption, or in advance in the case of planned disruptions.

Notice will be provided by a variety of methods, depending on the circumstances.

7.6 Training for Employees

All employees who interact with the public or third parties on the OAGO's behalf will receive customer service training as required to meet service standards and regulatory requirements.

Training will be provided on a regular basis and whenever changes are made to this policy to ensure that this policy is properly implemented at all times.

Training will include the following:

a) An overview of the obligations imposed on businesses with respect to the provision of services to people with disabilities.
b) Guidance on how to interact and communicate with people with various types of disabilities, including how to interact with people with disabilities who:
    i. use an assistive device;
    ii. require the assistance of a service animal; or
    iii. require the use of a support person.

c) Training on what to do if a person with a disability is having difficulty accessing our services.

7.7 Feedback on Accessibility Practices

The OAGO welcomes feedback on the services it provides to persons with disabilities. Individuals can submit feedback and questions in person by email, in writing or over the phone at: Accessibility@auditor.on.ca / 416-327-2381.

The OAGO will acknowledge receipt of the feedback and, if the feedback raises concerns, the OAGO will respond. The response will be provided in the format requested (or the most appropriate format if no request was made) and will outline corrective action that is being or will be taken.

This policy, as well as any supplementary practices and procedures, will be made available in alternative formats to any person upon request. The OAGO will post notice of the availability of these documents on our website.

8.0 Policy Review

The OAGO policies and procedures will be developed or updated in such a manner as to respect and promote the dignity and independence of persons with disabilities.

This document is available to the public and, upon request, in an alternative format or with accessible communication supports.

9.0 Approval

Authorization	Pauline Yick Chief Operating Officer  Date: October 1, 2026
Effective Date	
Date Last Amended	Not applicable
Date of Next Review	As required
Contact	Accessibility@auditor.on.ca