# Accessible Service Action Plan

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| Follow the steps below to create an accessible service action plan for your organization. Use the *Getting Started Guide for Employers* resource to assist you. |

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| **Steps** | | **Points to consider for implementation** |
| **1** | **Create Policies, Practices and Procedures** | * Who will lead this change? * What are our current policies, practices and procedures in the areas addressed by the requirements? * What barriers currently exist? * What policies, practices and procedures can be created or revised to remove them? |
| **Resources:**   * Summary of Requirements (Toolkit) * About the Accessibility Standards for Customer Service (Toolkit) * Sample customer service policies (Toolkit and USB) * Hospitality Best Practices (Toolkit) * Customer feedback |
| **2** | **Train your staff** | * Who must be trained? * What content should be covered? * What resources will be used for training? * How will the training be delivered? When? Where? |
| **Resources:**   * Serve-Ability E-Learning Module (AccessON website) * OTEC’s Training PowerPoint Presentation (USB) * RESPECT Poster and Talk to Me DVD (Toolkit) * Training Resource (AccessON website) * Training Tips (AccessON website) |
| **3** | **Put it in writing** | * Who will be responsible for documentation? * How will you let customers know how to access the policy? |
| **Resources:**   * Sample customer service policies (Toolkit and USB) |
| **4** | **Report your progress** | * Who will be responsible for reporting? * When will reporting occur? |
| **Resources:**   * Summary of Requirements – Reporting Questions (Toolkit) * Video and step-by-step instruction guide (USB) * AccessON website reporting page link (USB) |

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| **2** | **Train your staff** |  |
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| **3** | **Put it in writing** |  |
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