# 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?
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| **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
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| **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?
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| **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)
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| **3** | **Put it in writing** | * Who will be responsible for documentation?
* How will you let customers know how to access the policy?
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| **Resources:*** Sample customer service policies (Toolkit and USB)
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| **4** | **Report your progress** | * Who will be responsible for reporting?
* When will reporting occur?
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| **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** |  |
|  |
| **4** | **Report your progress** |  |
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