

CORPORATION OF THE TOWNSHIP OF SOUTH ALGONQUIN				
SUBJECT:	Accessibility Standards for Customer Service Plan			
TYPE:	ACCESSIBILITY PERSONS WITH DISABILITY	Policy #ADM-		
DATE:	REVIEW DATE:	FREQUENCY:	REL. BY-LAW:	PAGE #:
November 19, 2012		Yearly		1 of 4

I. Purpose:

The Corporation of the Township of South Algonquin is committed to excellence and to providing customer service to persons with disabilities in a manner that:

- is integrated as fully as practicable into the method of service delivery
- respects their independence and dignity
- ensures reasonable efforts are made to provide an opportunity equal to that given to other customers to obtain and use our goods and services; and
- allows persons with disabilities to benefit from the same services, in the same place, and in a similar way to other customers

The purpose of this policy is to outline how the Corporation of the Township of South Algonquin is complying with the requirements of Ontario Regulation 429-07, the customer service standard for serving people with disabilities.

II. Legislative Authority:

The Accessibility for Ontarians with Disabilities Act, 2005(AODA) and its standards Ontario Regulation 429/07 and Ontario Regulation 191/11

III. Scope:

All staff or third parties who are responsible for delivering services to members of the public or other third parties are expected to comply with this policy. Municipal policies and procedures related to the provision of goods and services must also comply with the Act and the Regulation.

IV. Definitions:

ASSISTIVE DEVICES:

Assisted devices are technical aids, communication devices or medical aids modified or customized for greater accessibility to improve functional ability of a person with disability and may include but are not limited to, wheelchairs, walkers, canes, portable magnifiers, assistive listening devices, personal oxygen tanks, etc.

Assistive devices are permissible and may accompany the customer on the premises.

USE of Assistive Devices:

- Persons with disabilities will be made aware of assistive devices available on the provider’s premises or otherwise supplied by the provider that may help with the provision of goods or services.
- This may involve posting a sign or including the information in printer or electronic communications.

- Assistive devices must be offered in a manner that respects the person's dignity and independence.
- Staff must know how to use equipment or devices available in their specific area in order to provide appropriate assistance
- The Township of South Algonquin has two Public Libraries that offer assistive devices at each site that may be used by customers with disabilities while accessing our goods and services.
- The Township of South Algonquin has accessible ramps at every municipally owned location and handicap access buttons at the municipal office, the Whitney Resource Centre and the Madawaska Multi-Use Complex.

COMMUNICATION:

Communication can occur in a variety of ways, such as in person, by phone, in writing and online. When communicating with persons with disabilities, staff will take into account that particular individual's needs and circumstances. Where possible, it is helpful to ask the person directly how to best communicate with them.

USE of communication

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SERVICE ANIMALS:

The Township of South Algonquin welcomes people with disabilities and their service animals. Service animals are allowed on any part of our premises that are open to the general public.

USE of service animals

The care and control of service animals are the responsibility of the person using them. If a person with a disability is accompanied by a Service Animal, they must be permitted to enter those areas of the premises that are open to the public or third parties with the animal, and to keep the animal with him or her unless the animal is otherwise excluded by law from the premises. Under the Health Protection and Promotion Act animals are not allowed in places where the food is manufactured, prepared or processed.

SUPPORT PERSONS:

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them at any of our premises.

If a participant fee is charged, it will also apply to a support person for admission to an event. Fees are always advertised in advance by public posting or on a township web site, periodically in local newspapers and through local newsletters or posters.

NOTICE OF TEMPORARY DISRUPTION:

In the event of a planned or unexpected disruption of services for customers with disabilities offered at one of our Libraries or at the Municipal Office, the Township of South Algonquin will notify those with disabilities including the general public promptly by a mail out flyer, on our Webb Site, and by posting notice on the buildings it applies to of the reason for the disruption, also the length of time the service may not be available.

TRAINING:

The Corporation of the Township of South Algonquin will provide staff ,volunteers and any third parties on behalf of the municipality if applicable, a copy of written procedures for them to read, sign and date, that they fully understand what is required by the township when dealing with people that have disabilities.

The Corporation of the Township of South Algonquin will provide training to every person involved in the development of policies, practices and procedures governing the provision of goods and services to members of the public or other third parties as soon as practicable after starting his or her duties.

The written procedures will include the following:

- A copy of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- A copy of this Policy (plan) related to customer service standard.
- How to interact and communicate with people with various types of disabilities.
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.
- What to do if a person with a disability is having difficulty in accessing any goods and services that the Corporation of the Township of South Algonquin offers at one of their facilities.

POLICY AWARENESS:

- Appendix “A” of Policy #ADM-006-Policy Sign off Sheet
- Staff, volunteers and third parties if applicable, will be notified of changes to the policies, practices and procedures governing the provision of goods or services to persons with disabilities.

EMERGENCY PLAN and DOCUMENTATION AVAILABLE FORMATS

- Staff will provide all existing public emergency procedures, plans and public safety information available to the public, upon request, in an accessible format or with appropriate communication supports in a timely manner.

FEEDBACK PROCESS:

- Each department must allow for input on how it provides customer service to persons with disabilities. Feedback will be accepted in person, by telephone, in writing or by electronic text by email or otherwise. Feedback may take the form of a complaint; an observation or comment, such as an opportunity for improvement; or a commendation.

Customers who wish to provide feedback on the way the Corporation of the Township of South Algonquin provides goods and services to people with disabilities can e-mail the following site, southalgonquin@xplornet.com, or verbally in person at the Municipal

Office or by phone at 613-637-2650, in writing at the following address, Township of South Algonquin 7 Third Ave. P.O. Box 217, Whitney, Ontario K0J 2M0.

All feedback, including complaints will be dealt with in a timely manner, by verbal or a written response, depending on the circumstances.

“Appendix A”
Township of South Algonquin

POLICY SIGN OFF

I _____ received copies of the following Township of South Algonquin’s Policies on _____:

Accessibility Standard for Customer Service

Policy ADM-006-Accessibility Standards for Customer Service Plan

Human Resources Policies:

- Respect In The Workplace
- Human Rights and Accommodation
- Employee Confidentiality Statement
- Employee/Volunteer Police Records Check
- Dispute Resolution

AND

Health and Safety Policies:

- Health and Safety
- Health and Safety Representatives
- Hazard Reporting
- Injury Illness Investigation Reporting
- Workplace Inspection.

I understand it is my responsibility to read these policies and I further understand that if there is anything I do not understand about these policies it is my responsibility to bring my questions

Accessibility Standard for Customer Service

forward to my Supervisor/Manager or the Township Office. *(Sign and return this form to the Township Office by _____.*

PRINT

SIGN

DATE