

THE CORPORATION OF THE MUNICIPALITY OF BROOKE ALVINSTON



SUBJECT	Accessibility Standards for Customer Service	Section:	Policy:
EFFECTIVE DATE		Approved by: Council	
REVISION DATE			

S1 Accessible Customer Service Policy

S1.1 Policy Statement

The Corporation of the Municipality of Brooke Alvinston strives at all times to provide its goods and services in a way that respects the dignity and independence of all people. The Corporation of Municipality of Brooke Alvinston is committed to giving people with disabilities the same opportunity to access our goods services and allowing them to benefit from the same services, in the same and similar way as other customers.

S1.2 Purpose

The purpose of this policy is to ensure all Municipality of Brooke Alvinston programs and services are accessible to everyone in accordance with Ontario Regulation 429/07 Accessibility Standards for Customer Service.

S1.3 Policy Overview

These policies and procedures apply to all goods and services that are delivered by the Municipality of Brooke Alvinston, by any means including in person, by telephone, electronically, by mail, visually, orally or by written means.

This policy applies to all Municipality of Brooke Alvinston staff, volunteers, elected officials and third parties who deal with the public, on behalf of the Municipality of Brooke Alvinston.

S1.4 **Definitions**

Assistive Devices

An auxiliary aid such as communication aids, cognition aids, personal mobility aids and medical aids (i.e. canes, crutches, wheelchairs, or hearing aids).

Disabilities

As per the Ontario Human Rights Code, disability means

- 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, muteness or speech impediment, or physical reliance on a guide dog or other animal or 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
- e. An injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*; (“handicap”)

Employees

Every person who deals with members of the public or third parties on behalf of the Municipality of Brooke Alvinston, whether the person does so as an employee, agent, volunteer or otherwise.

Persons with Disabilities

Individuals who are afflicted with a disability as defined under the Ontario Human Rights Code.

Service Animals

Any animal individually trained to do work or perform tasks for the benefit of a person with a disability.

Support Persons

Any person whether a paid professional, volunteer, family member, or friend who accompanies a person with a disability in order to help with communications, personal care or medical needs or with access to goods and services.

S1.5 Exclusion

This Accessibility Customer Services Standards Policy may not apply during any period “Declared Emergency” as defined under the ***Emergency Management Act*** and ***Civil Protection Act***. In the event that the Municipality declares an emergency there would be little impact on the Accessibility Customer Service Standards Policy other than a reduction or suspension of overall day-to-day services provided by the Municipality. Any reduction or suspension of services would be dictated by the nature and scale of the emergency and the resources allocated. (Example: The impacts of the emergency may destroy telecommunications systems)

S.1.6 Policy

The Municipality of Brooke Alvinston shall meet its duties and responsibilities under Ontario Regulation 429/07 by adhering to the following principles and practices:

S.1.6.1 Communication

The Municipality of Brooke Alvinston will communicate with disabilities in ways that take into account their disability. Employees who communicate with customers will be trained on how to interact and communicate with people with various types of disabilities.

The Municipality of Brooke Alvinston is committed to providing fully accessible telephone service to our customers. Employees will be trained to communicate with customers over the telephone in clear and plain language, to speak clearly and slowly and to tailor their responses as much as possible in support of the individual.

The Municipality of Brooke Alvinston will offer to communicate with customers by other means, including relay service or email, if telephone communication is not suitable to their communication needs or is not available.

S1.6.2 **Training**

Training is required for those employees, elected officials, volunteers or third parties that interact with the public on behalf of the corporation, or who are involved in developing policies, practices and procedures. Training will be provided **within 60 days** after staff commences their duties. The required training must include information on how to communicate and interact with people with disabilities, how to interact with people who have an assisted device, service animal or support person, how to utilize assisted devices that are available on Municipal premises, and what to do if a person has difficulty accessing the Municipality or Brooke Alvinston services.

The training will include the core principles of customer service as set out by the Municipality of Brooke of Alvinston which include: dignity, equity, equality, inclusion, independence, integration, sensitivity, and responsiveness.

A training program of varying modules will be implemented which will ensure compliance and meet the needs of various departments and employee groups. Records are to be kept indicating the date and training provided, and the number of individuals to whom it was provided (Appendix A and B). All departments should keep copies of the training records, and provide all original training records to the Clerk's Department.

Third party organizations providing goods or services on behalf of the Municipality shall provide relevant training, learning opportunities or direction to employees and volunteers regarding their roles and responsibilities under the AODA.

S1.6.3 **Service Animals and Support Persons**

A person with a disability accompanied by a service animal is permitted to enter the Municipality of Brook Alvinston premises with the animal unless the animal is otherwise excluded by law. Should a service animal be excluded from the premises then the municipality shall ensure that other measures are available to

enable the person with the disability to obtain, use or benefit from the good and/or services.

Section 4(9) of the Accessibility Standards on Customer Service indicates that an animal is a service animal if (1) it is readily apparent that the animal is being used for reasons related to a person's disability; or (2) if the person provides a letter from the doctor or nurse confirming the animal is required for reasons relating to the disability.

Staff will be properly trained to identify support persons who may be a paid professional, volunteer, family member or friend that may accompany a customer in order to help with communication, mobility, personal care, or medical needs or with access to goods and services.

A disabled person's support person is to be permitted access to Municipal facilities at no charge when there is a regular fee to access the facility.

S1.6.4 **Notice of Temporary Disruptions**

If a disruption in service is planned and expected, the Municipality will provide advanced notice and will include information about the reason for disruption, its anticipated duration, and a description of alternative facilities or services, if available. In the event of a service disruption, alternative methods of service may be considered and those impacted by service interruption shall be informed of any alternative methods.

In the event of an unexpected disruption in service, notice will be provided, in variety of ways if possible, and will be done as quickly as possible. The Municipality will provide notice and will include information about the reason for disruption, its anticipated duration, and a description of alternative facilities or services, if available. In the event of a service disruption, alternative methods of service may be considered and those impacted by service interruption shall be informed of any alternative methods.

As a guide, sample notices are attached to this policy as Appendix A and B.

S1.6.5 Notice of Availability of Documents

This policy and any other document deemed to be a key in the delivery of goods and services will be made available upon request in a format that takes into account the person's disability to any person to whom the Municipality provides goods or services.

Notwithstanding the above, this policy will be made available on the Municipality of Brooke Alvinson website, and made available to any person to whom the Municipality provides goods or services by any other method or format as is reasonable in the circumstances.

Appendix A



NOTICE

Service Disruption

There will be a scheduled service disruption at the _____.

The disruptions will be from _____ until _____.

These disruptions include:

The following alternative services are available:

On behalf of the Municipality of Brook Alvinston, we would like to thank you for your patience in this matter.

For questions or additional information contact:

Municipality of Brooke Alvinston (519) 898-2173

Appendix B



NOTICE

Service Disruption

There is currently an unexpected service disruption. The estimated time of the service disruption will be from _____ to _____.

These disruptions include:

The following alternative services are available:

On behalf of the Municipality of Brooke Alvinston, we would like to thank you for your patience in this matter.

For questions or additional information contact:

Municipality of Brooke Alvinston (519) 898-2173

Appendix C.



Accessible Customer Service –Training Brochure

The Municipality of Brooke Alvinston

The Municipality of Brooke Alvinston

Department/Committee_____

*I have received and read the Municipality of Brooke- Alvinston’s
Accessible Customer Service training brochure. I understand my
responsibilities and will apply this information when providing service
for the Municipality of Brooke Alvinston.*

Print Name:

Signature:

Date:

Please sign and return to the Clerk.