

TOWNSHIP OF McNAB/BRAESIDE

POLICIES AND STANDARD OPERATING PROCEDURES

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S.O.P. #010

DATE REVISED: New

Circumstances or unusual conditions may warrant deviation from this S.O.P. The CAO/Clerk is expected to utilize experience and good judgement to implement and administrate such policies and procedures as required in an efficient and effective manner.

SUBJECT: Accessible Standards for Customer Service

PURPOSE: To set out the standards for Accessible Customer Service to be in compliance with Ontario Regulation 429/07 under the Accessibility for Ontarians with Disabilities Act, 2005 which came into force on January 1st, 2008.

POLICY

1. Establishment of Policies, Practices and Procedures

- 1.1 The Township of McNab/Braeside shall establish policies, practices and procedures governing the provision of its goods or services to persons with disabilities.
- 1.2 The Township of McNab/Braeside shall use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles of Accessible Customer Service:
 - 1.2.1 The goods or services must be provided in a manner that respects the dignity and independence of persons with disabilities.
 - 1.2.2 The provision of goods or services to persons with disabilities and others must be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or services.
 - 1.2.3 Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services.
 - 1.2.4 When communicating with a person with a disability, a provider shall do so in a manner that takes into account the person's disability.

2. Customer Service Training

- 2.1 The Township of McNab/Braeside shall ensure that the following persons receive training for the provision of its goods or services to persons with disabilities:

- 2.1.1 Every person who deals with members of the public or other third parties on behalf of the Township of McNab/Braeside, whether the person does so as an employee, agent, volunteer or otherwise.
- 2.1.2 Every person who participates in developing policies, practices and procedures for the Township of McNab/Braeside governing the provision of goods or services to members of the public or third parties.
- 2.2 The training must include:
 - 2.2.1 The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Accessibility Standards for Customer Service Regulation 429/07.
 - 2.2.2 How to interact and communicate with persons with various types of disabilities.
 - 2.2.3 How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal, or the assistance of a support person.
 - 2.2.4 How to use equipment or devices that are available at Township facilities, or otherwise provided by the provider, that may help with the provision of goods or services to a person with a disability.
 - 2.2.5 What to do if a person with a particular type of disability is having difficulty accessing services.
 - 2.2.6 Information about the Township of McNab/Braeside's Accessible Customer service Policy and related procedures.
- 2.3 Training must be provided to each person as soon as is practicable after he or she is assigned the applicable duties.
- 2.4 Training must also be provided on an ongoing basis in connection with changes to the policies, practices and procedures governing the provision of goods or services to persons with disabilities.
- 2.5 Records of training will be kept of the number of people to whom the required training was provided and on what date the training was delivered.
- 2.6 In order to ensure that the customers of the Township of McNab/Braeside receive accessible customer service from contractors or other third party providers of service, the Township requires contractors to obtain and provide proof of staff training that meets the requirements of the Accessibility Standards for Customer Service (Ontario Regulation 429/07) prior to the commencement of work.
- 3. Use of Service Animals**
 - 3.1 If a person with a disability is accompanied by a guide dog or other service animal, the Township of McNab/Braeside shall ensure that the person is permitted to enter the premises with the animal and to keep the animal with him or her unless the animal is otherwise excluded by law from the premises.
 - 3.2 If a service animal is excluded by law from the premises, the Township of McNab/Braeside shall ensure that other measures are available to enable the person with a disability to obtain, use or benefit from the Township's goods or services.

3.3 Definitions:

“Guide dog” means a guide dog as defined in section 1 of the *Blind Persons Rights’ Act*.
“Service animal” means a service animal for a person with a disability.

3.4 For the purposes of this section, an animal is a service animal for a person with a disability:

- 3.4.1 if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- 3.4.2 if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

4. Use of Support Persons

4.1 Definitions:

“Support person” means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods or services.

4.2 If a person with a disability is accompanied by a support person, the Township of McNab/Braeside shall ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises.

4.3 The Township of McNab/Braeside may require a person with a disability to be accompanied by a support person when on the premises, but only if a support person is necessary to protect the health or safety of the person with a disability or the health and safety of others on the premises.

4.4 If an amount is payable by a person for admission to the premises or in connection with a person’s presence at the premises, the Township of McNab/Braeside shall ensure that notice is given in advance about the amount, if any, payable in respect of the support person.

5. Notice of Temporary Disruptions

5.1 If, in order to obtain, use or benefit from the Township of McNab/Braeside’s goods or services, persons with disabilities usually use particular facilities or services of the Township, and if there is a temporary disruption in those facilities or services in whole or in part, the Township shall give notice of the disruption to the public.

5.2 Notice of the disruption must include information about the reason for the disruption; its anticipated duration and a description of alternative facilities or services, if any, that are available.

5.3 Notice may be given by posting the information at a conspicuous place on the premises owned or operated by the Township of McNab/Braeside of goods and services; by posting it on the Township of McNab/Braeside’s website; or by such other method as is reasonable in the circumstances.

6. Feedback Process for the Township of McNab/Braeside

- 6.1 The Township of McNab/Braeside shall establish a process for receiving and responding to feedback about the manner in which it provides goods or services to persons with disabilities and shall make the information about the process readily available to the public.
- 6.2 The feedback process must permit persons to provide their feedback in person, by telephone, in writing, or by delivering an electronic text by e-mail or on diskette or otherwise.
- 6.3 The feedback process must specify the actions that the Township of McNab/Braeside is required to take if a complaint is received.

7. Notice of Availability of Documents

- 7.1 The Township of McNab/Braeside shall notify persons to whom it provides goods or services that the documents required by this regulation are available upon request.
- 7.2 The notice may be given by posting the information at a conspicuous place on premises owned or operated by the Township of McNab/Braeside; by posting it on the Township of McNab/Braeside's website if any; or by such other method as is reasonable in the circumstances.

8. Format of Documents

- 8.1 If the Township of McNab/Braeside is required by this regulation to give a copy of a document to a person with a disability, it shall give the person the document, or the information contained in the document, in a format that takes into account the person's disability.
- 8.2 The Township of McNab/Braeside and the person with a disability may agree upon a format to be used for the document or information.