

THE CORPORATION OF THE TOWNSHIP OF CHAPLEAU

BY-LAW NO. 2018-24

Being a By-law to adopt an Accessible Customer Service Policy
for the Corporation of the Township of Chapleau

WHEREAS the Accessibility for Ontarians with Disabilities Act, 2005, requires that municipalities adopt and maintain a policy with respect to the manner in which the municipality will develop, implement and enforce accessibility standards in order to achieve accessibility for persons with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises; And

WHEREAS Council deems it necessary and expedient to implement such a policy:

NOW THEREFORE the Council of the Corporation of the Township of Chapleau enacts as follows that:

1. That Council adopts the Accessible Customer Service Policy identified as Schedule "A" attached hereto and forming part of this by-law.
2. That By-law 2010-17 be repealed in its entirety.
3. This by-law shall come into full force and effect on the 13th day of August, 2018.

READ a First, Second and Third and Finally passed this 13th day of August, 2018.

Mayor

Deputy Clerk/Treasurer

Schedule “A” to By-law 2018-24

The Corporation of the Township of Chapleau

Accessible Customer Service Policy

Purpose / Background Information

The Accessibility for Ontarians with disabilities Act, 2005 (the “AODA”) is a Provincial Act with purpose of developing, implementing and enforcing accessibility standards in order to achieve accessibility for persons with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises.

Under the AODA, Ontario Regulation 429/07 entitled “Accessibility Standards for Customer Service” establishes accessibility standards specific to customer service for public sector organizations and other persons or organizations that provide goods and services to members of the public or other third parties.

In general, providers must deliver service in a way that respects the dignity and independence of people with disabilities.

This policy is drafted in accordance with the Accessibility Standards for Customer Service (Ontario Regulation 429/07) and addresses the following:

- the provision of goods and services to persons with disabilities;
- the use of assistive devices by persons with disabilities;
- the use of service animals by persons with disabilities;
- the use of support persons by persons with disabilities;
- notice of temporary disruptions in services and facilities;
- training;
- customer feedback regarding the provision of goods and services to persons with disabilities; and
- notice of availability and format of documents.

1. Our mission

The mission of the Corporation of the Township of Chapleau is that citizens with disabilities achieve accessibility in the provision of goods and services by the Township to this community, consistent with the principles of independence, dignity, integration and equality of opportunity as set out in the regulations of the Accessibility for Ontarians With Disabilities Act, 2005.

2. Our commitment

In fulfilling our mission, The Corporation of the Township of Chapleau strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

The Township of Chapleau is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and

independence. We believe in integration and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirement under the Accessibility for Ontarians with Disabilities Act and Ontario's accessibility laws.

3. Providing goods and service to people with disabilities

The Corporation of the Township of Chapleau is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

3.1 Communication

We will communicate with people with disabilities in ways that take into account their disability. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports.

We will meet internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

3.2 Telephone services

We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.

We will offer to communicate with customers by **email or written text**, if telephone communication is not suitable to their communication needs or is not available.

3.3 Assistive devices

We are committed to serving people with disabilities who use assistive devices to obtain, use of benefit from our goods and services. We will ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

3.4 Billing

We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following formats upon request: **hard copy or large print**,

We will answer any questions customers may have about the content of the invoice in person, by telephone or email.

3.5 Standard practices

The Corporation of the Township of Chapleau will establish standard practices to assist in providing accessible Customer Service. These Standard Practices will form part of the mandatory training requirement.

4. Use of service animals

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

5. Support persons

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter The Corporation of the Township of Chapleau's premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from access to his or her support person while on our premises.

Fees will not be charged for support persons for admission to The Corporation of the Township of Chapleau's premises for any events where a fee is required.

The Corporation of the Township of Chapleau may require a person with a disability to be accompanied by a support person when on The Corporation of the Township of Chapleau's premises, but only if a support person is necessary to protect the health and safety of the person with a disability or the health and safety of others on the premises.

6. Notice of temporary disruption (See Schedule B)

The Corporation of the Township of Chapleau will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

The notice will be placed at all public entrances and service counters on our premises and posted on our web site.

7. Training for staff

The Corporation of the Township of Chapleau will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of policies, practices and procedures. We are committed to training staff and volunteers in Ontario's accessibility laws and aspects of the Ontario Human Rights Code that relate to persons with disabilities. We will train our employees and volunteers on accessibility as it relates to their specific roles in the organization.

This training will be provided as soon as practical after staff commence their duties. Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the 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 accessing the Township's goods, services or facilities;
- The Corporation of the Township of Chapleau's policies, practices and procedures relating to the customer service standard;

- Ontario Human Rights Code; and
- Areas of the accessibility standards that are relevant to the employee's work responsibilities including employment, information and communications, transportation and the design of public spaces.

Applicable staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

8. Employment

We will notify employees, potential hires and the public that accommodations can be made during recruitment and hiring.

We will notify staff that supports are available for those with disabilities. We will put in place a process to develop individual accommodation plans for employees.

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency.

9. Procurement

We will incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, including self-serve kiosks. If it is not possible and practical to do so, we will provide an explanation upon request.

10. Design of Public Spaces

When constructing new or redeveloping existing public spaces, the Township will adhere to the applicable requirements under the Design of Public Spaces Standard.

11. Accessible Transportation

Conventional transportation services provided by the Township of Chapleau will be accessible. The public and persons with disabilities will be consulted in the development of accessible design criteria to be considered in the construction, renovation or replacement of bus stops and shelters.

12. Feedback process (Schedule C)

The ultimate goal of The Corporation of the Township of Chapleau is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way The Corporation of the Township of Chapleau provides goods and services to people with disabilities can be made by email, verbally, written or by using the Feedback Form available on our website and at our service counter. All feedback will be directed to the Chief Administrative Officer or alternate. Customers can expect to hear back in 5 business days.

13. Modifications to this or other policies

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.

Any policy of The Corporation of the Township of Chapleau that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

14. Questions about this policy

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to the Chief Administrative Officer or alternate of The Corporation of the Township of Chapleau.

Schedule B

Document for Notifying the Public
About Disruptions in Service

NOTICE OF DISRUPTION

Type of Disruption_____

Reason for Disruption_____

Duration of Disruption_____

Alternative facilities or services

Schedule C

Invitation for Feedback on the Provision of Goods or Services to

People with Disabilities & Availability of Policy

We want to hear from you!

**We strive to improve our accessibility for
customers with disabilities.**

We welcome your feedback.

To share your comments, request a feedback form or
request a copy of our accessibility policy....

Please call 705-864-1330

Thank you,

The Corporation of the Township of Chapleau

Schedule D

Document for Obtaining Feedback

Customer Feedback Form

Thank you for visiting The Corporation of the Township of Chapleau.
We value all of our customers and strive to meet everyone's needs.
Please tell us the date and time of your visit:

Did we respond to your customer service needs today? YES NO

Was our customer service provided to you in an accessible manner?
YES SOMEWHAT NO (please explain below)

Did you have any problems accessing our goods and services?
YES SOMEWHAT NO (please explain below)

Please add any other comments you may have:

Contact information (optional):

Thank you,

The Corporation of the Township of Chapleau

Please note that upon request, the Township of Chapleau will provide or arrange for the provision of accessible formats and communication supports.

Schedule E

Document for Addressing Customer Feedback

Date feedback received:

Name of customer [**optional**]:

Contact information (if appropriate):

Details:

Follow-up:

Action to be taken:

Staff member:

Date: