

THE CORPORATION OF THE TOWNSHIP OF PERRY

BY-LAW NO. 2016-34

Being a By-law to adopt a Customer Service Policy and Procedures in accordance with the Accessibility for Ontarians with Disabilities Act, 2005: O. Reg. 191/11 – Integrated Accessibility Standards, Part IV.2

WHEREAS Section 8 of the *Municipal Act* 2001, S.O. 2001, as amended, provides that the powers of a municipality shall be interpreted broadly to enable the municipality to govern its affairs as it considers appropriate and to enhance the municipality's ability to respond to municipal issues;

AND WHEREAS the *Accessibility for Ontarians with Disabilities Act, 2005* ("AODA") is a Provincial Act with the 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, building, structures and premises;

AND WHEREAS changes to Ontario Regulation 191/11 entitled "Integrated Accessibility Standards" under the AODA, take effect on July 1, 2016. The Customer Service Standard is now integrated into O. Reg. 191/11 which establishes accessibility standards specific to customer service for organizations that provide goods and services to members of the public and that municipalities must have policies, practices and procedures in place for "Customer Service";

AND WHEREAS the Council of the Corporation of the Township of Perry deems it advisable and expedient to adopt an Accessibility Standards Customer Service Policy;

NOW THEREFORE the Council of the Corporation of the Township of Perry enacts as follows:

- 1 **That** Schedule 'A' – Accessibility Standards for Customer Service Policy is attached and forms part of this by-law;
- 2 **That** By-law No. 2012-40 is hereby repealed; and
- 3 **That** this By-law shall come into force and take effect upon receiving the final passing thereof.

READ a First and Second time this 6th day of July, 2016.

Norm Hofstetter, *Mayor*

Beth Morton, *Clerk-Administrator*

READ a Third and Final time and Enacted in Open Council this 6th day of July, 2016.

Norm Hofstetter, *Mayor*

Beth Morton, *Clerk-Administrator*

SCHEDULE 'A'
TO BY-LAW NO. 2016-34

Accessibility Standards for Customer Service Policy

1) Purpose

The Township of Perry is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

The Township of Perry understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

The Township of Perry is committed to complying with both the *Ontario Human Rights Code* and the *AODA*.

The Township of Perry is committed to excellence in serving all customers including people with disabilities.

Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

2) Assistive Devices

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

We will ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods, services or facilities.

3) Communication

We will communicate with people with disabilities in ways that take into account their disability. This may include the following:

- Regular mail
- Email
- Telephone communications

We will work with the person with a disability to determine what method of communication works for them.

4) **Service Animals**

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

When we cannot easily identify that an animal is a service animal, our staff may ask a person to provide documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

If service animals are prohibited by another law, the Township of Perry will take reasonable efforts to find an alternate means of providing assistance.

5) **Support Persons**

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

Fees will not be charged for support persons for admission to the Township of Perry premises for any events where a fee is required.

In certain cases, the Township of Perry might require a person with a disability to be accompanied by a support person for the health or safety reasons of:

- the person with a disability
- others on the premises

Before making a decision, the Township of Perry will:

- consult with the person with a disability to understand their needs
- consider health or safety reasons based on available evidence
- determine if there is no other reasonable way to protect the health or safety of the person or others on the premises

If the Township determines that a support person is required, the admission fee or fare for the support person will be waived.

6) **Notice of Temporary Disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities the Township of Perry will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available (See Appendix 'A').

Services/Facilities include, but may not be limited to:

- The Municipal Office
- Community Centres
- Public Library

The notice will be made publicly available in the following ways:

- At the facility where the disruption is occurring;
- Municipal Website: www.townshipofperry.ca;
- Municipal Office: 1695 Emsdale Road, Emsdale, ON.

7) **Training**

The Township of Perry will provide accessible customer service training to:

- All employees and volunteers

- Anyone involved in developing our policies

Staff will be trained on accessible customer service the first week after being hired.

Training will include:

- purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- The Township of Perry's policies related to 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 in accessing the Corporation of the Township goods and services

Staff will also be trained when changes are made to our accessible customer service policies.

8) **Feedback Process**

The Corporation of the Township of Perry welcomes feedback on our provision of services while serving customers with disabilities.

Feedback may identify areas that require change and encourage continuous service improvement.

The public can provide feedback to the municipality on the delivery of goods and services to persons with disabilities:

By regular mail addressed to:

Municipal Clerk/Administrator
P.O. Box 70
1695 Emsdale Road Emsdale, ON P0A 1J0

By telephone: 705-636-5941

By fax: 705-636-5759

In person: Municipal Office 1695 Emsdale Road Emsdale, ON P0A 1J0

By email: melinda.torrance@townshipofperry.ca

Customers who wish to provide feedback on the way the Township of Perry provides goods, services or facilities to people with disabilities are encouraged to provide feedback to the municipality. Please fill in the Customer Feedback Form found in Appendix 'B'. A staff member will respond within 5 business days and provide feedback by outlining the concerns and actions taken in Appendix 'C' – Record of Customer Feedback.

All feedback, including complaints, will be handled in the following manner:

Feedback will be directed to the Clerk-Administrator

Customers can expect to hear back within 5 business days.

The Township of Perry will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

Notice of availability of documents

The Corporation of the Township of Perry will provide this document in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.

Modifications to this or other policies

Any policies of the Township of Perry that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.



Appendix "A"
Notice of Disruption of Service

Type of Disruption _____

Reason for Disruption _____

Duration of Disruption _____

From (date) _____ To (date) _____

Time _____ Time _____

Alternate Facilities or Services _____

Contact _____



Appendix 'B'

Customer Feedback Form

Thank you for visiting the Corporation of the Township of Perry. We value all our customers and strive to meet the needs of all who live and visit here. Please assist us by providing the following information:

1. Date and Time of your visit: _____
2. Did we respond to your customer needs today? **Yes** **No** **Somewhat**
3. Was our customer service provided to you in an accessible manner? **Yes** **No** **Somewhat**
4. Did you encounter any problems in accessing our goods and services? **Yes** **No** **Somewhat**

If you answered 'No' or 'Somewhat', please add your comments below so that the Township can better our Customer Service for Accessibility.

If you would like to provide your contact information so that we can follow up and ensure that your needs have been met, please provide your contact information below.

Name: _____

Mailing Address: _____

Phone Number: _____



Appendix 'C'
Record of Customer Feedback

Date feedback received: _____

Name of Customer (**optional**) _____

Contact Information (if appropriate) _____

Details

Follow-up

Action to be taken

Date _____