

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 will provide so that they 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 POA 1J0

By telephone: 705-636-5941

By fax: 705-636-5759

In person: Municipal Office - 1695 Emsdale Road, Emsdale, ON POA 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 **Yes** **No** **Somewhat** today?
3. Was our customer service provided to **Yes** **No** **Somewhat** you in an accessible manner?
4. Did you encounter any problems in **Yes** **No** **Somewhat** accessing our goods and services?

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 _____

Integrated Accessibility Standards Regulation Policy

1. Purpose

Under the *Accessibility for Ontarians with Disabilities Act* (AODA) 2005, all public and private sector organizations must meet the requirements of accessibility standards by regulation. This policy establishes the Integrated Accessibility Standards Regulation in the areas of Information and Communication, Employment and Design of Public Spaces for the Township of Perry in accordance with Ontario Regulation 191/11 and with the Ministry of Community, Safety & Social Services intent to “streamline, align and phase-in accessibility requirements and allow for progress on accessibility and reduce the regulatory burden for obligated organizations”. This regulation came into force July 1, 2011.

2. Scope and Responsibilities

This policy has been drafted in accordance with the regulation and addresses how the Township of Perry achieves accessibility through meeting the regulation’s requirements. It provides the overall strategic direction that we follow to provide accessibility supports to Ontarians with disabilities.

The requirements of the regulation include:

- General Requirements
 - Policy Statement and Organizational Commitment
 - Multi-Year accessibility plan
 - Procuring or acquiring goods, services or facilities
 - Training
 - Self-service kiosks
- Information and Communications
 - Feedback
 - Accessible formats and communication supports
 - Emergency procedure, plans or public safety information
 - Accessible Websites and Web Content
- Employment
 - Recruitment, assessment and selection
 - Accessible formats and communication support for employees
 - Workplace emergency response information
 - Documented individual accommodation plans
 - Return to work process

- Performance management, Career development and advancement, redeployment
- Transportation Standard
- Design of Public Spaces
 - Recreational trails and beach access routes
 - Outdoor public use eating areas
 - Outdoor place spaces
 - Exterior paths of travel
 - Accessible parking
 - Obtaining services
 - Maintenance

3. Policy Statement and Organizational Commitment

The Township of Perry is committed and guided by the four core principles of dignity, independence, integration, and equal opportunity and supports the needs of disabled persons as set out in the *Canadian Chart of Rights and Freedoms*, along with the *Accessibility for Ontarians with Disabilities Act (AODA)*, 2005. The Township of Perry shall use every effort to ensure that we meet the needs of people with disabilities, in a timely manner, through the implementation of this policy.

4. General Provisions

Multi-year Accessibility Plan

The Township of Perry's Multi-Year Accessibility Plan will outline strategies to prevent and remove barriers while addressing the current and future requirements of the AODA.

We will report accordingly on the progress and implementation of the Plan and will post the Plan on the Township of Perry website. The Plan will be provided in an alternative format upon request. The multi-year accessibility plan will be reviewed and updated at least one every five years.

Procuring and Acquiring Goods, Services or Facilities

The Township of Perry will incorporate accessibility design, criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so.

If the Township of Perry determines that it is not practicable to incorporate accessibility design, criteria and features when procuring or acquiring goods, services or facilities, it shall provide, upon request, an explanation.

Training

The Township of Perry will ensure that training is provided to employees on the requirements of the accessibility standards referred to in the regulation and in the Human Rights Code as it pertains to persons with disabilities.

Training will be provided as soon as practicable. If any changes to this policy occur, training will be provided. Perry Township will maintain a record of dates when training is provided and the number of individuals.

Self-Service Kiosks

The Township of Perry shall incorporate accessibility features when designing, procuring or acquiring self-service kiosks. The intent of the Township of Perry is to offer services and/or products through self-service kiosks and take steps to make them accessible, on a go forward basis, to people with disabilities so they can be used independently and securely.

5. Information and Communications Standard

The Township of Perry will create, provide and receive information and communications in ways that are accessible to people with disabilities.

Feedback

The Township has a process in place for receiving and responding to feedback and will ensure that those processes are provided an accessible manner and with communication supports, upon request. Feedback forms and guidelines can be found in the Customer Service Policy.

Accessible Formats and Communication Supports

The Township of Perry shall be obligated to provide or arrange for accessible formats and communication supports for persons with disabilities:

- Upon request in a timely manner that takes into account the person's accessibility needs.
- Costs no more than regular costs charged to others.
- Consult with person making the request and determine suitability of an accessible format or communication supports.

- Notify the public about the availability of accessible formats and communication supports.

Emergency Procedure, Plans or Public Safety Information

The Township of Perry shall prepare emergency procedures and plans and are available to the public. The Township of Perry shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

Accessible Websites and Web Content

The Township of Perry shall endeavour to make sure that the township website and web content conforms with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0.

6. Employment Standard

The Employment Standard builds upon the existing requirements under the Ontario Human Rights Code in relation to how to accommodate individuals with disabilities throughout the job application process and the employment relationship. It applies in respect to all employees. The requirements of the Employment Standard shall be met by the Township of Perry.

Recruitment, assessment and selection

The Township of Perry is committed to notifying internal and external job applicants that, where needed, accommodations for disabilities will be provided, upon request, to support their participation in all aspects of the recruitment process. We shall notify employees and the public about the availability of accommodations for applicants with disabilities:

- During the recruitment process when job applicants are individually selected to participate in an assessment or selection process;
- If a selected applicant requests an accommodation, we shall consult with the applicant and provide to arrange for provisions of accommodation that takes into account the applicants disability;
- Notify successful applicants of the policies for accommodating employees with disabilities.

Accessible formats and communication support for employees

In addition, and where an employee with a disability requests it, we will consult with the employee to provide or arrange for the provision of accessible formats and communication supports for:

- Information that is needed in order to perform employees' job
- Information that is generally available to employees in workplace; and
- Consult with the employee making the request in determining the suitability of an accessible format or communication support.

Workplace emergency response information

The Township of Perry shall provide individualized workplace emergency response information to employees who have a disability:

- If the disability is such that the individualized information is necessary, and the employer is aware of needs for accommodation due to the employee's disability;
- If the employee who receives an individual workplace emergency response information requires assistance and with the employees' consent, we shall provide the workplace emergency information to the person designated by the Township of Perry to provide assistance to the employee;
- As soon as practicable after becoming aware of the need for accommodation due to the employee's disability; and
- Review the individualized workplace emergency response information when the employee moves to a different location in the organization, when overall accommodations needs, or plans are reviewed and when the employer reviews its general emergency response policies.

Documented individual accommodation plans

The Township of Perry shall have in place a written process for developing a documented individual accommodation plan (IAP) for employees with a disability as soon as is practicable. This process shall include:

- The manner in which employee participates in the development of the IAP assessment on an individual basis;
- Assessment on an individual basis;

- Identification of accommodations to be provided;
- Timelines for the provision of accommodations;
- We may request an evaluation by medical or other experts, at the Township's expense, to assist with determining and how to achieve accommodation;
- Employees may request the participation of a representative from the workplace where the employee is not represented by a bargaining agent, in the development of the accommodation plan;
- Steps taken to protect the privacy of the employee's personal information;
- Frequency with which the IAP will be reviewed and updated and the manner in which it will be done;
- If denied, the reasons for denial are to be provided to the employee;
- A format that takes into account the employee's disability;
- If requested, any information regarding accessible formats and communication supports provided; and
- Identification of any other accommodations that is to be provided.

Return to work process

The Township of Perry will have in place a return to work process for employees who have been absent from work due to a disability and require disability-related accommodation in order to return to work. Such processes must be documented and must outline steps the Township of Perry will take to facilitate the return to work and include an individual accommodation plan.

Performance management, Career Development and Advancement, Redeployment

The Township of Perry will consider the accessibility needs of employees with disabilities, and/or individual accommodation plans of employees when:

- Using performance management processes
- Providing career development and advancement information
- Using redeployment procedures

7. Transportation Standard

The Township of Perry does not provide public transportation.

8. Design of Public Spaces

The Design of Public Spaces Standard includes specific features that make it easier for everyone – people with disabilities, seniors and families - to use public spaces. The design for public spaces applies to new construction and the redevelopment of elements in public spaces.

Recreational trails and beach access routes

The Township of Perry will endeavour when constructing or redeveloping recreational trails and beach access routes to comply with the requirements as set out in the regulation. The municipality shall consult with Council and third party contractor, if one is used, along with consultation with the public and those with disabilities to review and comply with the design of public spaces regulations. Consultation in regard to beach access routes is not required.

Outdoor public use eating areas

The Township of Perry agrees that recreation is essential to living a full, happy and productive life and further agrees that everyone should have the same opportunities to enjoy their free time. The municipality will ensure that the process of outdoor public eating areas will involve:

- A minimum of 20% of the tables that are provided must be accessible to persons using mobility aids by having knee and toe clearance underneath the table and in no case shall there be fewer than one table in an outdoor public use eating area that meets this requirement;
- The ground surface leading to and under tables that are accessible to persons using mobility aids must be level, firm and stable; and
- Tables that are accessible to person using mobility aids must have clear ground space around them that allows for a forward approach to the tables.

Outdoor place spaces

Play is a natural and important part of a child's daily life and healthy development. The Township of Perry supports children with disabilities and agree that they should have the same opportunities to play as all other children. Having accessible outdoor play spaces allows children and their

caregivers of all abilities to use play spaces together. This process shall include:

- Outdoor play spaces consist of an area that includes play equipment, such as swings, or features such as logs, rocks, sand or water, where the equipment or features are designed and placed to provide play opportunities and experiences for children and caregivers;
- Shall incorporate accessibility features, such as sensory and active play components, for children and caregivers with various disabilities into the design; and
- Outdoor play spaces have a ground surface that is firm, stable and has impact attenuating properties for injury prevention and sufficient clearance to provide children and caregivers with various disabilities the ability to move through, in and around the outdoor play space.

Exterior paths of travel

Exterior paths of travel connect us to where we want to go. Exterior paths of travel differ from recreational trails – these are the sidewalks and walkways intended to provide a functional route from Point A to Point B, rather than those paths that are intended to provide a recreational experience. The Township of Perry will ensure that accessibility features for elements associated with exterior paths of travel will comply with the IASR regulations.

Accessible parking

The Township of Perry is intent on complying with IASR regulations that will meet the minimum province wide standards for a diverse and growing population of accessible parking permit holders. The accessible parking requirements will apply to new parking facilities and the redevelopment of existing parking facilities.

Obtaining services

When designing service counters, fixed queuing guides, and waiting areas, the Township of Perry is aware that this is an important part of making services and products available for people with disabilities. The Township of Perry supports the obligations in meeting the requirements for:

- All newly constructed service counters and fixed queuing guides; and
- All newly constructed or redeveloped waiting areas.

Maintenance

Maintenance is an important opportunity to retain an accessible environment that is safe and useable by everyone. Maintenance can involve, but is not limited to, undertaking specific activities to keep existing public spaces in good working order, or restoring spaces or elements within a space to their original condition. The Township of Perry shall ensure that procedures for preventative and emergency maintenance of the accessible elements in public spaces is in place and that procedures for dealing with temporary disruptions when accessible elements required under the regulation are not in working order.

9. Modifications to the Policy

Any of our policies that do not respect and promote the dignity and independence of people with disabilities will be modified or removed. This policy will be amended by staff on a continual basis to ensure compliance with provincial legislation.