

SUBJECT: ACCESSIBILITY – CUSTOMER SERVICE POLICY

**THE TOWN OF CARLETON PLACE
ACCESSIBILITY – CUSTOMER SERVICE POLICY**

**ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE
ONTARIO REGULATION 429/07**



The Municipality can arrange for the provision of accessible formats and communication support for this document upon request.

**Clerk's Department
July 9, 2009
Town of Carleton Place
Revised September 1, 2016**

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1.0 PURPOSE:

The Town of Carleton Place is committed to providing service in a manner that respects the dignity and independence of persons with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services and allow them to benefit from the same services, in the same place and in a similar way as other customers.

2.0 LEGISLATIVE AUTHORITY:

Through the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) Ontario is working to make the province fully accessible to people with disabilities by 2025. Under the Act, the province is developing five accessibility standards that organizations will be required to follow to identify, remove and prevent barriers to accessibility.

The Accessibility Standards for Customer Service (Ontario Regulation 429/07) came into force on January 1, 2008. Town of Carleton Place, as a designated Public Sector organization, is required to be in compliance with the standard by January 1, 2010. The standard sets requirements in a number of key areas and will be reviewed provincially at least every five years.

3.0 SCOPE:

The Town of Carleton Place is committed to excellence in serving all customers including people with disabilities.

This policy applies to all Town of Carleton Place employees, including full-time, part-time, and temporary employees, summer students and coop placements and persons acting on behalf of the Town of Carleton Place (e.g. consultants, contractors).

4.0 DEFINITIONS:

“Alternative Service” means a service generally intended to be temporary that approaches the desired result until such time as the barrier is removed or an equivalent service is put in place;

“Assistive Device” means an auxiliary aid such as communication aids, cognition aids, personal mobility aids and medical aids (i.e. canes, crutches, wheelchairs or hearing aids);

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“Contractor” means a company or person with a formal or informal contract to do a specific job on behalf of the Town of Carleton Place;

“Customer” means any person who receives or seeks to receive goods or services from a person or organization in the private, public and non-governmental sector. Customer includes persons who involuntarily receive goods or services imposed by an external authority;

“Designated Public Sector Organization” means a designated Public Sector Organization as defined in Ontario Regulation 429/07 as amended;

“Disability” means the same as definition of disability found in the Ontario Human Rights Code;

“Equivalent” means having similar effects;

“Service Animal” means any animal individually trained to do work or perform tasks for the benefit of a person with a disability as defined in Ontario Regulation 429/07 as amended

“Support Person” means any person whether a paid professional, volunteer, family member or friend who accompanies a person with a disability in order to help with communications, person care or medical needs or with access to good or services.

5.0 ESTABLISHMENT OF POLICIES, PRACTICES AND PROCEDURES:

- 5.1 The Town of Carleton Place shall use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:
- 5.1.1 Goods or services will be provided in a manner that respects the dignity and independence of persons with disabilities;
 - 5.1.2 Persons with disabilities will be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services;
 - 5.1.3 The Town of Carleton Place will communicate with people with disabilities in ways that take into account their disability including accessible notifications and respond to questions;
 - 5.1.4 That the Town of Carleton Place employees will be trained to communicate, provide appropriate assistance and services in a manner that takes into account the person’s disability;

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5.1.5 Where fees for goods and services are advertised or promoted by the Town of Carleton Place, it will provide advance notice of the amount payable, if any, in respect of the support person.

5.2 Notice of Temporary Disruptions

5.2.1 Town of Carleton Place will provide notice in the event of a planned or unexpected disruption in the facilities or services normally used by people with disabilities.

5.3 Use of Assistive Devices, Support Persons and Service Animals

5.3.1 The Town of Carleton Place will provide customers assistance in the use of assistive devices;

5.3.2 Support persons and/or support animals may accompany a person with disabilities in the access of goods and services. In certain cases, staff might require a person with a disability to be accompanied by a support person for health and safety reasons.

Before making a decision, staff must:

- Consult with the person with the 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 other on the premises
- In such a situation, staff must waive the admission fee or fare for the support person, if one exists.

5.3.3 A service animal may accompany a person with disabilities in the access of goods and services unless otherwise excluded by law from the premises. Other measures shall be made available to ensure the person with a disability may obtain use of benefit from the Town's goods or services. If staff cannot easily identify that the animal is a service animal, you can ask the person to provide documentation from a regulated health professional. *The documentation must confirm that the person needs the service animal for reasons relating to their disability.

* Refer to Ontario Regulation 191/11 80.45(4)

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5.4 DOCUMENTATION:

5.4.1 When required by Regulation any documentation requested by a person with a disability, shall be given in a format that takes into account person's disability.

5.5. TRAINING:

5.5.1 Town staff shall 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;

5.5.2 The Town shall require a declaration from all contractors, agents and other third parties who deal with the public on their behalf that they are compliant with the Accessibility for Ontarians with Disabilities Act and Regulations made thereunder;

5.5.3 Town of Carleton Place training shall include the following:

- The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard;
- How to provide goods and services in a manner that respects the dignity and independence of persons with disabilities;
- How to interact and communicate with persons in a manner that takes into account their disabilities;
- The process for people to provide feedback to the Town of Carleton Place about its provision of goods and services to persons with disabilities, and how the Town of Carleton Place responds to the feedback and takes action on any complaint;
- How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog, service animal or a support person to access goods and services;
- Information on other Town of Carleton Place policies, practices and procedures dealing with the AODA;

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- How to use equipment or devices available on Town of Carleton Place premises or provided by the Town of Carleton Place that may help with the provision of goods and services;
- What to do if a person with a disability is having difficulty accessing the Town of Carleton Place's goods and services.

5.6 FEEDBACK PROCESS:

- 5.6.1 Feedback from our customers gives the Town of Carleton Place staff and Council an opportunity to learn and improve;
- 5.6.2 The Town of Carleton Place shall establish a procedure for receiving and responding to feedback about the manner in which it provides goods and services to persons with disabilities and shall make information about the procedure readily available to the public.
- 5.6.3 The municipality can provide or arrange for the provision of accessible formats and communication supports upon request.

6.0 AMENDMENTS TO THIS OR OTHER POLICIES:

- 6.1 The Town of Carleton Place is committed to developing policies that respect and promote the dignity and independence of persons with disabilities. Changes to this policy or other Town policies may be made after considering the potential impact the proposed changes may have on persons with disabilities.
- 6.2 Any Town of Carleton Place policy that does not respect and promote the dignity and independence of people with disabilities shall be reviewed, modified or changed as required.

7.0 PUBLICLY AVAILABLE

- 7.1 This customer service policy shall be available on the municipal website at www.carletonplace.ca
- 7.2 This policy upon request may be available to the public in another format.