

THE CORPORATION OF THE
TOWNSHIP OF WHITEWATER REGION

BY-LAW # 10-01-414

A By-Law to adopt the accessibility standards for customer service policy for the Corporation of the Township of Whitewater Region.

WHEREAS Ontario Regulation 429/07 made under the *Accessibility for Ontarians with Disabilities Act, 2005* came into force on January 1, 2008;

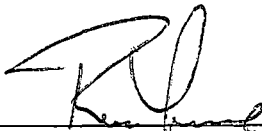
AND WHEREAS this Regulation establishes accessibility standards for customer service and it applies to every designated public sector organization and to every other person or organization that provides goods or services to members of the public or other third parties and that has at least one employee in Ontario;

AND WHEREAS every provider of goods or services shall establish policies, practices and procedures governing the provision of its goods or services to persons with disabilities. The accessibility standards for customer service apply to the designated public sector organizations on and after January 1, 2010;

NOW THEREFORE THE MUNICIPAL COUNCIL OF THE CORPORATION OF THE TOWNSHIP OF WHITEWATER REGION ENACTS AS FOLLOWS:

1. THAT the council of the Corporation of the Township of Whitewater Region deems it advisable to adopt the Accessibility Standards for customer service policy, attached hereto as schedule "A", to meet the requirements of Ontario regulation 429/07 made under the *Accessibility for Ontarians with Disabilities Act, 2005*.
2. THIS by-law shall come into force and take effect upon the date of the final passing thereof.

Read a First, Second and finally passed on the third reading, this 6th day of January, 2010.



Mayor Donald Rathwell



Dean Sauriol, CAO/Clerk

Accessibility Standards for Customer Service Policy

Purpose:

Ontario Regulation 429/07 made under the Accessibility for Ontarians with Disabilities Act, 2005 came into force on January 1, 2008.

The purpose of this Customer Service Standard Policy is to fulfill the requirements set out in Regulation 429/07 to establish a policy for the Township of Whitewater Region for governing the provision of its goods or services to persons with disabilities.

The accessibility standards for customer service apply to the designated public sector organizations on and after January 1, 2010 and to other providers of goods or services on and after January 1, 2012.

Policy:

1. Establishment of Policies, Practices and Procedures

- (a) The Township of Whitewater Region shall establish policies, practices and procedures governing the provision of its goods and services to persons with disabilities.
- (b) The Township of Whitewater Region shall use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:
 - i) The goods or services must be provided in a manner that respects the dignity and independence of persons with disabilities.
 - ii) The provision of goods and 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 and services.
 - iii) Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the goods and services.
- (c) 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. Use of Service Animals

- (a) If a person with a disability is accompanied by a guide dog or other service animal, the Township of Whitewater Region 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.
- (b) If a service animal is excluded by law from the premises, the Township of Whitewater Region shall ensure that other measures are available to enable the person with a disability to obtain, use or benefit from the Township of Whitewater Region's goods or services.
- (c) In this section:
 - *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.
- (d) For the purposes of this section, an animal is a service animal for a person with a disability:
 - If it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
 - If the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

3. Use of Support Persons

- (a) If a person with a disability is accompanied by a support person, the Township of Whitewater Region 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.
- (b) The Township of Whitewater Region 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 or safety of others on the premises.
- (c) 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 Whitewater Region shall ensure that notice is given in advance about the

amount, if any, payable in respect of the support person. A sample form is attached as Appendix "A".

(d) In this section:

- *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. Notice of Temporary Disruptions

- (a) If, in order to obtain, use or benefit from a Township of Whitewater Region's goods or services, persons with disabilities usually use particular facilities or services of the Township of Whitewater Region and if there is a temporary disruption in those facilities or services in whole or in part, the Township of Whitewater Region shall give notice of the disruption to the public.
- (b) Notice of the disruption must include information about the reason for the disruption, its anticipated duration and a description of alternate facilities or services, if any, that are available. Sample forms are attached as Appendix "B" and "C".
- (c) Notice may be given by posting the information at a conspicuous place on premises owned or operated by the Township of Whitewater Region, by posting it on the Township of Whitewater Region's website or by such other method as is reasonable in the circumstances.

5. Training for Staff

- (a) The Township of Whitewater Region shall ensure that the following persons receive training about the provisions of its goods or services to persons with disabilities:
 - Every person who deals with members of the public or other third parties on behalf of the Township of Whitewater Region, whether the person does so as an employee, agent, volunteer or otherwise.
 - Every person who participates in developing the Township of Whitewater Region's policies, practices and procedures governing the provision of goods or services to members of the public or other third parties.
- (b) The training must include a review of the purposes of the Act and the requirements of this Regulation and instruction about the following matters:

- How to interact and communicate with persons with various types of disabilities.
 - 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.
 - How to use equipment or devices available on the Township of Whitewater Region's premises or otherwise provided by the Township of Whitewater Region that may help with the provision of goods or services to a person with a disability.
 - What to do if a person with a particular type of disability is having difficulty accessing the Township of Whitewater Region's goods or services.
 - Appendix "D" provides tips for serving customers with various disabilities.
- (c) The training must be provided to each person as soon as practicable after he or she is assigned the applicable duties. Training records shall be kept, including the dates when the training is provided, number of individuals to whom the training was provided. A copy of a training record form is attached as Appendix "E".
- (d) 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.

6. Feedback Process for the Corporation of the Township of Whitewater Region

- (a) The Township of Whitewater Region 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 information about the process readily available to the public. The City recognizes that the right of customers to make a complaint, compliment, or make suggestions on ways to improve our services.
- (b) The feedback process will permit persons to provide their feedback in person, by telephone, writing, or by email to:

Dean Sauriol, Chief Administrative Officer
 Township of Whitewater Region
 44 Main Street
 Cobden, ON KOJ 1K0
 dsauriol@whitewaterregion.ca
 613-646-2282 ext. 26

- (c) The Chief Administrative Officer will respond either in writing, in person, by email, or by telephone acknowledging receipt of the feedback and will set out the action to be taken in response to any complaints.

7. Notice of Availability of Documents

- (a) The Township of Whitewater Region shall notify persons to whom it provides goods or services that the documents required by this Regulation are available upon request.
- (b) The notice may be given by posting the information at a conspicuous place on premises owned or operated by the Township of Whitewater Region, by posting it on the Township of Whitewater Region's website or by such other method as is reasonable in the circumstances.

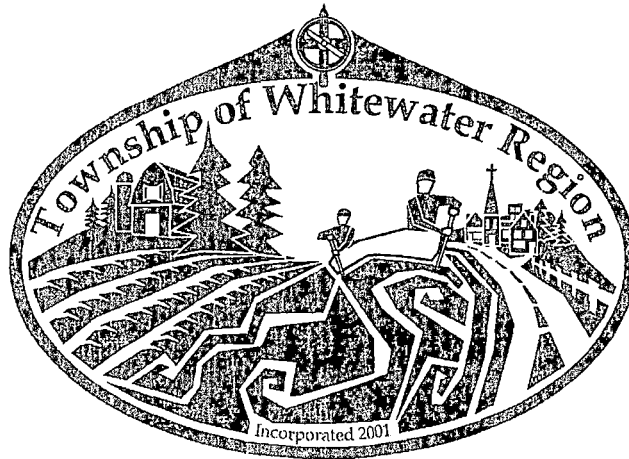
8. Format of Documents

- (a) If the Township of Whitewater Region 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.
- (b) The Township of Whitewater Region and the person with a disability may agree upon the format to be used for the document or information.

APPENDIX TABLE OF CONTENTS:

Appendix "A"	Notice – Admission Fees
Appendix "B"	Notice – Planned Service Disruption
Appendix "C"	Notice – Unplanned Service Disruption
Appendix "D"	Notice – Tips for Serving Customers with Various Disabilities
Appendix "E"	Notice – Training Record

APPENDIX "A"



NOTICE

ADMISSION FEES

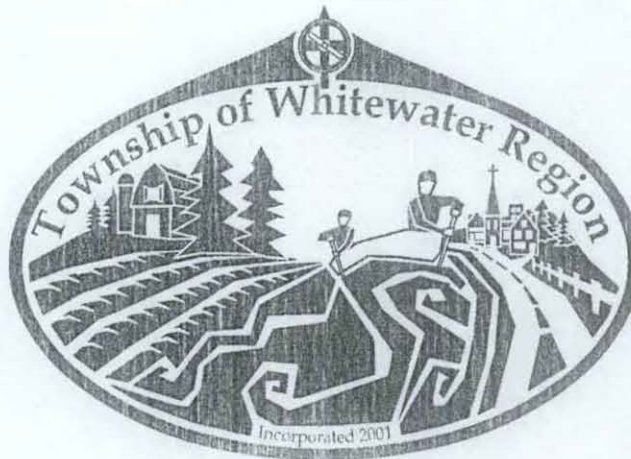
Admission fee shall be charged to a "support person" accompanying persons with disabilities. The cost will be \$ _____.

Definitions:

"Persons with Disabilities" shall mean those individuals that are afflicted with a disability as defined under the Ontario Human Rights Code.

"Support persons" shall mean any person whether a paid professional, volunteer, family member, friend who accompanies a person with a disability in order to help with communications, personal care or medical needs or with access to goods or services.

APPENDIX "B"



NOTICE OF PLANNED SERVICE DISRUPTION

There will be a scheduled service disruption at address
impacting the delivery of goods and services for customers from
 hour and date .

The goods and services unavailable during this service disruption
are:

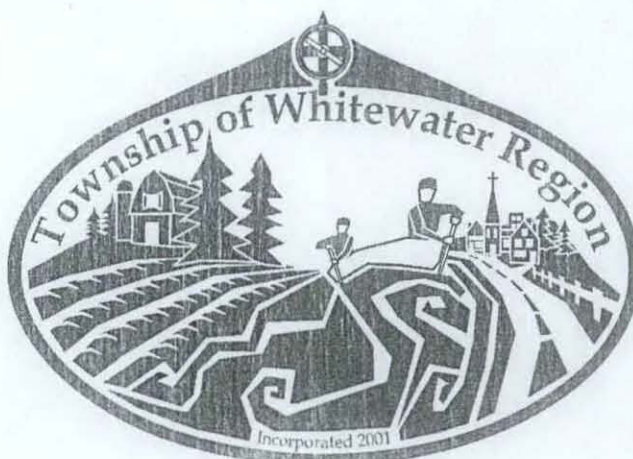
1. service/event name location
2. service/event name location
3. service/event name location
4. service/event name location
5. service/event name location

The services listed above can be accessed at the following time,
date, location, or method:

1. service/event name location, date, time
2. service/event name location, date, time
3. service/event name location, date, time
4. service/event name location, date, time
5. service/event name location, date, time

We apologize for any inconvenience this disruption has caused. Should you require additional information on the delivery of this service, please call 613-735-6821 ext. ~~#####~~.

APPENDIX "C"



NOTICE OF UNPLANNED SERVICE DISRUPTION

Due to unforeseen circumstances, there is a service disruption at _____ address _____ impacting the delivery of goods and services for customers from _____ hour _____ and _____ date _____.

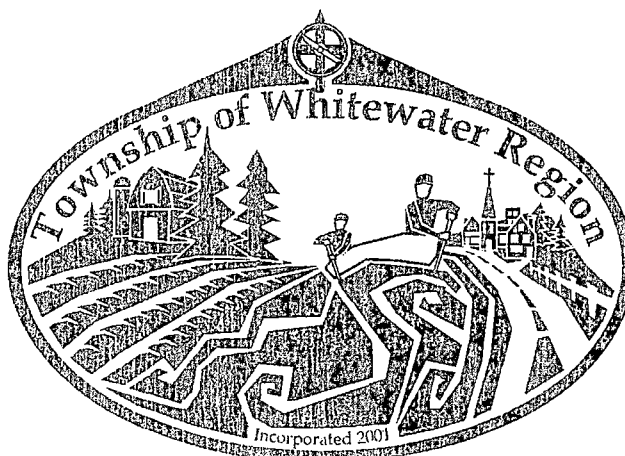
The goods and services unavailable during this service disruption are:

1. _____ service name _____
2. _____ service name _____
3. _____ service name _____
4. _____ service name _____
5. _____ service name _____

The services listed above can be accessed at the following time, date, location, or method:

1. _____ service/event name _____ location, date, time _____
2. _____ service/event name _____ location, date, time _____
3. _____ service/event name _____ location, date, time _____
4. _____ service/event name _____ location, date, time _____
5. _____ service/event name _____ location, date, time _____

APPENDIX "D"



TIPS FOR SERVING CUSTOMERS WITH VARIOUS DISABILITIES

Each table below defines a specific category of disability and outlines some tips to help you provide service to your customers.

Hearing Disabilities:

Definition:	Tips for Serving Customers:
<ul style="list-style-type: none"> * Deaf – severe to profound hearing loss * Hard of Hearing – a person who uses their residual hearing and speech to communicate * Deafened – caused to hear poorly or not at all 	<ul style="list-style-type: none"> * Attract customer's attention before speaking – gentle touch on the shoulder or wave of your hand * Look directly at the person * May have to use pen and paper * Speak clearly, keep your hands away from your face * Reduce background noise * Ensure appropriate lighting

Deafblind Disability:

Definition:	Tips for Serving Customers:
<ul style="list-style-type: none"> * Cannot see or hear to some degree * Many will be accompanied by a support person (A professional who helps with communication by using Sign language that involves touching the hands of the client) 	<ul style="list-style-type: none"> * Speak directly to your customer, not the support person * Identify yourself to the support person

Intellectual or Developmental Disabilities:

Definition:	Tips for Serving Customers:
<ul style="list-style-type: none"> * Intellectual development and capacity that is below average 	<ul style="list-style-type: none"> * Don't assume what customer can or cannot do

<ul style="list-style-type: none"> * Can mildly or profoundly limit ability to learn, communicate, do everyday activities and live independently * May be an invisible disability * They may understand you more than you know 	<ul style="list-style-type: none"> * Use plain language * Take your time, be patient * Ask: "Do you understand this?" * Provide one piece of information at a time – step-by-step instruction * Offer information in simpler concepts
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Learning Disabilities:

Definition:	Tips for Serving Customers:
<ul style="list-style-type: none"> * Affects how person acquires, interprets, retains or takes in information * In many cases individual has average or above-average intelligence * May affect: <ul style="list-style-type: none"> ▪ Language based learning ▪ Mathematics ▪ Writing, fine motor skills 	<ul style="list-style-type: none"> * Take some time, be patient * Demonstrate a willingness to assist * Speak normally, clearly and directly to your customer * Provide information in a way that works for your customer (i.e. pen and paper) * Be prepared to explain any materials you provide

Mental Health Disabilities:

Definition:	Tips for Serving Customers:
<ul style="list-style-type: none"> * Defined as the absence of psychological well-being and satisfactory adjustment to society * Some common features of mental health disabilities are: <ul style="list-style-type: none"> ▪ Phobias, Panic Attacks ▪ Hallucinations ▪ Mood swings ▪ Bipolar Disorders (depression & manic phases) 	<ul style="list-style-type: none"> * Treat customer with the same level of respect and consideration * Be confident and reassuring * Do not be confrontational * If the customer is in crisis, ask how best to help * Take customer seriously * Don't take things personally

Speech or Language Disabilities:

Definition:	Tips for Serving Customers:
<ul style="list-style-type: none"> * May have problems communicating * May be difficult to pronounce words, slurring or stuttering * May use communication boards or other assistive devices 	<ul style="list-style-type: none"> * Don't make assumptions * Give whatever time they need to get their point across * Ask questions that can be answered 'yes' or 'no', if possible * Don't interrupt or finish your customer's sentences * May have to use pen and paper * Say: "I don't understand, can you repeat that?"

Physical or Disabilities Affecting Mobility:

Definition	Tips for Serving Customers
<ul style="list-style-type: none"> * May restrict a person in the following ways: <ul style="list-style-type: none"> ▪ Control or speed of movements ▪ Coordination and balance ▪ Ability to grasp some objects ▪ Ability to walk long distances ▪ Ability to sit or stand for prolonged periods * Can be present at birth, result from disease, injury or temporarily 	<ul style="list-style-type: none"> * Speak directly to the customer * Ask before you help * Respect personal space * Don't move any items they may have * Describe what you are going to do beforehand * Don't leave your customer in an awkward, dangerous or undignified position

Vision Disabilities:

Definition	Tips for Serving Customers
<ul style="list-style-type: none"> * Most individuals who are legally blind have some remaining vision – very few are totally blind * Low or no vision can restrict ability to read signs, locate landmarks, or see hazards * May use guide dog or white cane * May need to view written documents in large print, or with help of magnifier 	<ul style="list-style-type: none"> * Don't assume customer can't see you * Speak directly to customer * Offer your elbow to guide * If they accept, walk slowly, wait for permission * Identify landmarks * Be precise and descriptive with information * Don't leave customer

APPENDIX "E"



TRAINING RECORD

Date: _____

Location: _____

Type of Training: _____

Trainer: _____

Name	Signature
