



Town of South Bruce Peninsula

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Accessibility Regulations for Contractors, Contracted Employees, Agents and Others Providing Public Services for the Town

In accordance with Ontario Regulation 429/07, Accessibility Standards for Customer Service Sect. 6, every provider of goods and services shall ensure that every person who deals with members of the public or participates in the developing of the service providers policies, practices and procedures governing the provision of goods and services to members of the public, shall be trained on the following:

1. How to interact and communicate with persons with various types of disability
2. How to interact with persons with disabilities who use assistive devices or require the assistance of a guide animal, or a support person
3. How to use equipment that is available on premises that may help in the provision of goods or services
4. What to do if a person with a particular type of disability is having difficulty accessing the provider's goods or services
5. Information on the policies, practices and procedures governing the provision of goods and services to people with disabilities.

Contracted employees, third party employees, agents and others that provide customer service on behalf of the Town of South Bruce Peninsula must meet the requirements of Ontario Regulation 429/07 with regard to training.

A document describing the training policy, a summary of the contents of the training and details of training dates and attendees must be submitted to the Town of South Bruce Peninsula upon request.

Questions may be directed to Angie Cathrae, Clerk by:
Phone: 519-534-1400 x 122; or by Email: sbpen@bmts.com

Printed Information on Customer Service Standards has been attached and can be accessed on the Town's website.

Website training at <http://curriculum.org/sae-en/> (select 'Start Course') or another pre-approved training source of your choice would be considered an acceptable form of training.

Town of South Bruce Peninsula's Accessible Customer Service Policy can be viewed at <https://southbrucepeninsula.civicweb.net/Documents/DocumentList.aspx?ID=33507> or contact the Clerk at 519-534-1400 x 122.