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<b>Sub-section:</b>	<b>Effective Date:</b> January 12, 2009
<b>Subject:</b> Accessibility Standards For Customer Service	<b>Revision Date:</b>

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## TOWN OF SOUTH BRUCE PENINSULA ACCESSIBLE CUSTOMER SERVICE POLICY REQUIRED FOR THE IMPLEMENTATION OF THE ACCESSIBILITY FOR ONTARIAN WITH DISABILITIES ACT

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**1. PURPOSE:**

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

This Regulation establishes accessibility standards for customer service and 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 that have at least one employee in Ontario.

This policy is drafted in accordance with the above noted legislation and will address the following:

- The provision of goods and services to persons with disabilities;
- The use of assistive devices by persons with disabilities;
- The use of service animals by persons with disabilities;
- The use of support persons by persons with disabilities;
- Notice of temporary disruption in services and facilities;
- Training for staff and persons working for or in association with the Town;
- Customer feedback regarding the provision of goods and services to persons with disabilities; and
- Notice of availability and format of documents.

**2. RELEVANCE:**

This policy applies to all persons who deal with members of the public or other third parties on behalf of the Town of South Bruce Peninsula. These include but are not limited to staff, Council, volunteers, agents, student placements, and all other parties who participate in the business or service delivery for the Town.

**3. POLICY:**

**3.1. Establishment of Policies, Practices and Procedures**

The Town of South Bruce Peninsula shall establish policies, practices and procedures governing the provision of its goods or services to persons with disabilities.

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**4. GENERAL PRINCIPLES/IMPLEMENTATION**

**4.1 The Provision of Goods and Services to Persons with Disabilities**

The Town of South Bruce Peninsula shall use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

- Goods or services must be provided in a manner that respects the dignity and independence of persons with disabilities.
- Provision of said goods or services to persons with disabilities and others will 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 or services.
- Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services.
- When communicating with a person with a disability, a provider shall do so in a manner that takes into account the person's disability.

**4.2 Assistive Devices**

Persons who require assistive devices to access goods and services from the Town of South Bruce Peninsula may do so by utilizing their own devices or utilizing any such devices as provided by the Town.

Exceptions may arise in situations where the Town has determined that the assistive device may pose a risk to the health and safety a person with a disability or the health and safety of others on the premises.

It is the responsibility of the person with a disability to ensure that his or her assistive device is operated in a safe and controlled manner at all times.

**4.3 Communicating with Persons with Disabilities**

The Town representatives will endeavor to communicate in a manner that takes into account the person's disability.

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#### 4.4 Service Animals

If a person with a disability is accompanied by a guide dog or other service animal, the Town of South Bruce Peninsula 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.

If a service animal is excluded by law from the premises, the Town of South Bruce Peninsula shall ensure that other measures are available to enable the person with a disability to obtain, use or benefit from the Town of South Bruce Peninsula's goods or services.

In this section a "guide dog" means a guide dog as defined in Section 1 of the Blind Persons' Rights Act and a "service animal" means a service animal for a person with a disability.

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.

#### 4.5 Support Persons

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.

If a person with a disability is accompanied by a support person, the Town of South Bruce Peninsula 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.

The Town of South Bruce Peninsula 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.

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 Town of South Bruce Peninsula shall ensure that notice is given in advance about the amount, if any, payable in respect of the support person.

If there is no fee listed then the price of admission for the support person shall be deemed to be waived.

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## ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE

### 4.6 Notice of Temporary Disruptions

If, in order to obtain use or benefit from the Town of South Bruce Peninsula's goods or services, persons with disabilities usually use particular facilities or services of the Town of South Bruce Peninsula and if there is a temporary disruption in those facilities or services in whole or in part, the Town of South Bruce Peninsula shall give notice of the disruption to the public.

The Town will make reasonable effort when providing a notice of the disruption to the public to include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available. The Town will endeavor to post such notices prior to the disruption if possible, recognizing that in some circumstances such as in the situation of an unplanned temporary disruption, advance notice will not be possible. In such cases the Town will provide notice as soon as possible. Please refer to Appendix (C) for an example of what a notice should entail.

Notice may be given by posting the information at a conspicuous place on premises owned or operated by the Town of South Bruce Peninsula or by posting it on the Town of South Bruce Peninsula's website [www.southbrucepeninsula.com](http://www.southbrucepeninsula.com) or by such other method as is reasonable in the circumstances as soon as reasonably possible.

### 4.7 Training for Staff

The Town of South Bruce Peninsula shall ensure that the following persons receive training about the provision 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 Town of South Bruce Peninsula, whether the person does so as an employee, agent, volunteer or otherwise.
- Every person who participates in developing the Town of South Bruce Peninsula's policies, practices and procedures governing the provision of goods or services to members of the public or other third parties.

The training will include the following:

- a review of the purposes of the AODA;
- the requirements of the Accessibility Standards for Customer Service (Ontario Regulation 429/07)

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- instruction on the Town’s policies, procedures and standard practices Appendix (D) pertaining to the provision of goods and services to persons with disabilities;
- how to interact and communicate with persons with various types of disabilities;
- what to do if a person with a particular type of disability is having difficulty accessing the Town’s goods or services.
- 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.
- information about the equipment or devices available in the Town owned premises that may help with the provision of goods or services to persons with disabilities.

Training records shall be kept, including the dates when the training is provided and names of all individuals that received the training.

Training will be provided as soon as practicable upon the individual being assigned the applicable duties as well as on an ongoing basis as changes occur to the Town’s policies, procedures and practices governing the provision of goods or services to persons with disabilities.

Training will 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.

#### **4.8 Feedback**

The Town of South Bruce Peninsula is committed to providing high quality goods and services to all members of the public it serves. Feedback from the public is always welcomed as it may identify areas that could be improved upon.

Feedback from a member of the public about the delivery of goods and services to persons with disabilities may be given by telephone, in person, faxed, emailed, or written or through other methods.

Please refer to Appendix (A) of this policy for a copy of the necessary form. This form can be found on the Town’s website or at any of the Town owned facilities. For anyone requiring help to fill in the form staff on hand will be more than happy to assist you in this manner.

Once feedback has been received the department that received the feedback will follow through using the form provided in Appendix (B).

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#### **4.9 Availability and Format of Documents**

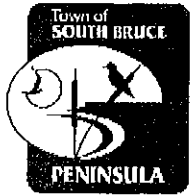
When the Town is approached to provide a document to a person with a disability the the Town will provide the document, or the information contained in the document, in a format that takes the person's disability into account.

Every attempt will be made to respond to the request in the most practical manner and to the satisfaction of the requestor. Feasibility will be based upon the cost in relation to the size of the document and time associated with processing document requests.

Depending on the chosen media times may vary with regards to document availability. Conversion shall be completed in-house wherever possible.

#### **4.10 Request for ASL Interpreter**

If an employee receives a request from a member of the public for an ASL interpreter, the employee will forward the request to their Department Heads. The Department Head will contact the Canadian Hearing Society to make the request. Once the Canadian Hearing Society confirms attendance of an ASL Interpreter, the responsible department shall contact the individual that initiated the request. If an ASL Interpreter is not available, the individual that made the request will be contacted to arrange an alternative solution.



# CUSTOMER SERVICE INITIAL COMPLAINT AND FEEDBACK FORM

The Town of South Bruce Peninsula is committed to providing the highest level of customer service possible. We value all of our customers and strive meet everyone's needs. We welcome your comments to help us monitor and improve our services and experiences. Please submit your completed form to any of the following:

Mail or deliver to:  
Town of South Bruce Peninsula  
P.O. Box 310, 315 George St  
Wiarton, ON  
N0H 2T0

Fax to:  
519-534-4976

Email to:  
[sbpen@bmts.com](mailto:sbpen@bmts.com)

Please tell us the date and time of your contact with us: \_\_\_\_\_

Please tell us the location of your contact with us: \_\_\_\_\_

Did we respond to your customer service needs?  Yes  No

Was our customer service provided to you in an accessible manner?  Yes  Somewhat  No

If you selected "No" to the above question please explain

Please provide the details of your customer service experience.

If you wish to be contacted by a staff person, please provide your information:

Your full name:	Day Telephone:	Evening Telephone:
Address:	Email:	
Personal information contained on this form is collected pursuant to Ontario Regulation 429/07, the Accessibility Standards for Customer Service and will be used for the purpose of responding to your request. Questions should be directed to Accessibility Coordinator for the Town, Rhonda Cook, 315 George Street Wiarton, Ontario N0H 2T0 519-534-1400 ext 121		

For Town of South Bruce Peninsula use only

Request Number:	Received By:	Referred to:	Date Referred:
Comments:			

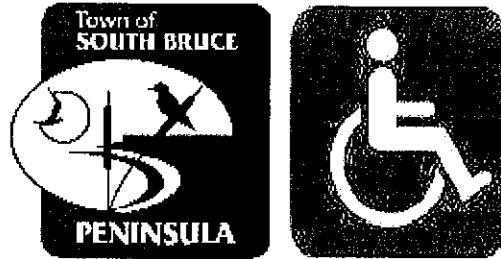




## ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE RECORD OF CUSTOMER SERVICE FEEDBACK FORM

Request Number:	
Received By:	
Date Received:	
Referred to:	
Date Referred:	
Name of Customer (optional):	
Contact Information (if provided):	
Details:	
Follow Up:	
Actions to be Taken:	
Date:	

# NOTICE OF DISRUPTION



Type of Disruption: \_\_\_\_\_

Reason for Disruption: \_\_\_\_\_

Duration of Disruption: \_\_\_\_\_

Alternative Facilities or Services:  
\_\_\_\_\_

For further information regarding this interruption of service please contact:

\_\_\_\_\_ at 519-534-\_\_\_\_\_ ext: \_\_\_\_\_

# TOWN OF SOUTH BRUCE PENINSULA

## STANDARD PRACTICES

Possible Barriers	Possible Solutions
Vision Loss/Sight Impairment	It is the standard practice of the Town of South Bruce Peninsula to describe to customers the goods or services offered if they are unable to view them due to vision loss.
Deaf, Deafened, oral Deaf or Hard of Hearing	<p>It is the standard practice of the Town of South Bruce Peninsula to:</p> <ul style="list-style-type: none"> <li>• Incorporate the use of TTY and Relay services.</li> <li>• Use paraphrasing and repeat communications more clearly to customers upon request or use other means such as written notes back and forth</li> <li>• Speak clearly and to make sure that nothing is covering their mouths when dealing with customers who lip read</li> <li>• Always have on hand a pen and paper if note passing should be required when communicating.</li> </ul>
Intellectual/Developmental Disability	<p>It is the standard practice of the Town of South Bruce Peninsula to:</p> <ul style="list-style-type: none"> <li>• Avoid the use of technical language and communicate using plain language.</li> <li>• Take extra time if needed to deal with the various needs of customer. (Note this may require adjusting the availability of other staff to assist as needed)</li> </ul>
Learning Disability	<p>It is the standard practice of the Town of South Bruce Peninsula to:</p> <ul style="list-style-type: none"> <li>• Discuss and explain any documentation being provided to customers</li> <li>• Break up lengthy conversations into shorter ones for people who may need extra time to process certain types of information</li> </ul>
Mental Health Disability	<p>It is the standard practice of the Town of South Bruce Peninsula to:</p> <ul style="list-style-type: none"> <li>• Break up lengthy conversations into</li> </ul>

	<p>shorter ones and speak more slowly so that some customers will not feel overwhelmed or anxious at the information that is being presented to them.</p>
Physical Disability	<p>It is the standard practice of the Town of South Bruce Peninsula to:</p> <ul style="list-style-type: none"> <li>• Help customers in handling or reaching goods when requested.</li> <li>• Provide convenient seating for people with physical disabilities</li> </ul>
Speech Impairment	<p>It is the standard practice of the Town of South Bruce Peninsula to:</p> <ul style="list-style-type: none"> <li>• Ensure that staff will have a pen and paper on hand and will communicate through note-writing when requested to do so.</li> </ul>