

	<b>STATEMENT OF POLICY AND PROCEDURE TOWN OF ARNPRIOR</b>		<b>ADMIN-G-1.03</b>	
	Subject:	ACCESSIBLE CUSTOMER SERVICE		
	Department:	Administration		
	Issue to:	All Policy Manual Holders		
	Effective Date:	July 13, 2009		
	Approval Authority	Council	By-Law No.	5756-09
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## 1.0 POLICY

The Town of Arnprior is committed to the needs of all its residents and visitors and therefore will promote accessibility through the development of policies, practices and procedures by ensuring the following principles are adhered to:

- a) The goods or services will be provided in a manner that respects the dignity and independence of persons with disabilities;
- b) The provision of 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;
- c) Persons with disabilities will be given an equal opportunity to obtain, use and benefit from the goods or services.

## 2.0 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 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. 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.

## 3.0 SCOPE

This Statement of Policy and Procedure applies to all employees, members of Council, members of Committees as well as all volunteers and contractors who interact with the public on behalf of the Town of Arnprior.

## 4.0 RESPONSIBILITY

Town Council, Committees of Council and Town Staff shall be responsible for adhering to the parameters of this policy and for ensuring accessible customer service is provided. The Clerk's Department shall be responsible of communicating this policy and for ensuring that all service providers are adequately trained.

## 5.0 DEFINITIONS

5.1 "Person with Disabilities" is defined according to the Accessibility for Ontarians with Disabilities Act, 2005 as:

- i) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, include diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- ii) a condition of mental impairment or developmental disability,
- iii) learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- iv) a mental disorder, or
- v) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

5.2 "Service Animals" is defined as either:

- i) A "guide dog", as defined in Section 1 of the Blind Persons Rights Act; or
- ii) A "service animal" for a person with a disability. For the purpose of this policy, an animal is a service animal for a person with a disability, if
  - a. It is readily apparent that the animal is used by the person for the reasons relating to his or her disability; or
  - b. The person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

5.3 "Support Person" is defined as another person who accompanies a person with a disability in order to help him or her with communication, mobility, personal care or medical needs or with access to goods or services.

## 6.0 REFERENCES

Accessibility for Ontarians with Disabilities Act, 2005

Ontario Regulation 429/07, Accessibility Standards for Customer Service

## 7.0 PROCEDURE

### 7.1 General Procedures and Practices:

- a) Communications will be considered in a manner that takes into consideration a person's disability.
- b) Staff, volunteers and contractors who interact with the public or who are involved in the development of policies, practices and procedures regarding the provision of goods or services for the Town of Arnprior will receive appropriate training.
- c) Persons with disabilities accompanied by a guide dog or service animal will be permitted in those areas of the premises owned or operated by the Town of Arnprior that are typically open to the public unless the animal is otherwise excluded by law, providing that the guide dog or service animal is under the complete control of the person being accompanied. Should the said guide dog or service animal be excluded by law from the premises, alternate measures will be made available to ensure the delivery of adequate customer service.
- d) Persons with disabilities accompanied by a support person will be permitted to be accompanied by that support person in premises normally open to the public.
- e) 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 Arnprior will ensure that notice is given in advance about the amount, if any, payable in respect to the support person.
- f) Notice will be provided when facilities or services that people with disabilities rely on to access the Town of Arnprior services are temporarily disrupted.
- g) The Town of Arnprior will establish a feedback process to allow people to provide feedback on whether the Town is providing accessible goods and services.
- h) The Town of Arnprior acknowledges that persons with disabilities may elect to use their own personal assistive devices to obtain, use or benefit from the services offered by the Town of Arnprior.

### 7.2 Document Format:

- a) Should the Town of Arnprior be requested to provide a copy of a document to a person with a disability, the Town of Arnprior 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) Material printed in-house and publications produced on behalf of the

- Town of Arnprior should contain a note indicating “alternate formats are available upon request” and include relevant contact information.
- c) The Town of Arnprior will consult the person requesting the document to determine what an accessible alternate format of the document or information would be, in accordance with the provisions of this policy.
  - d) The time frame attached to the conversion process varies depending on the media chosen, the size, complexity, quality of source documents and number of documents to be converted. Documents shall be returned in a timely manner depending on the factors previously noted.
  - e) Conversion shall be processed in-house wherever possible. When a member of the public requests a Town document, or portion thereof, in an alternate format, the Town shall be responsible for the cost of the conversion, materials and distribution, not the public requestor.
  - f) In-house printing, where possible, should adhere to the CNIB’s Clear Print Standards or any subsequent accessible information and communication policies.

### 7.3 Training:

- a) The Town of Arnprior shall ensure that the following persons are trained on the policies, practices and procedures establishing the accessible provision of its goods and services to persons with disabilities:
  - i) Every person who deals with members of the public or other third parties on behalf of the Town, whether the person does so as an employee, agent, volunteer or otherwise.
  - ii) Every person who participates in developing the Town’s policies, practices and procedures governing the provision of goods or services to members of the public or other third parties.
- b) This training will include a review of the purpose of the Accessibility for Ontarians with Disabilities Act (AODA) and the requirements of this policy and instructions about the following matters:
  - i) How to interact and communicate with persons with various types of disabilities, as outlined in this policy and associated practices and procedures.
  - ii) 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, as outlined in this policy and associated practices and procedures.
  - iii) How to use equipment or devices available on premises owned or leased by the Town of Arnprior or otherwise provided by the Town of

Arnprior that may help with the provision of goods or services to a person with a disability.

- iv) What to do if a person with a disability is having difficulty accessing goods or services provided by the Town of Arnprior.
- c) The Town of Arnprior will log and maintain records which will record the details of the training provided, as well as the names of the person, location, and date the training was completed.

7.4 Assistive Devices:

- a) The Town of Arnprior acknowledges that persons with disabilities may elect to use their own personal assistive devices to obtain, use or benefit from the goods and services offered by the Town.
- b) Should a person with a disability be unable to access the Town's goods and services through the use of their own personal assistive device, the Town will ensure the following measures:
  - i) Determine if the provision of the good or service is inaccessible, based upon the individual's requirements.
  - ii) Assess potential accessible service delivery options to meet the needs of the individual.
  - iii) Notify the person with a disability of an alternative method of providing the goods or service and how they can access the alternative, temporarily or on a permanent basis.

7.5 Service Disruption:

- a) If, in order to obtain, use or benefit from the Town's goods or services, persons with disabilities usually use particular facilities or services and if there is a planned temporary disruption in those facilities or services in whole or in part, the Town of Arnprior 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 alternative facilities or service, if any, that are available.
- c) Notice will be given by posting the information about the service disruption at a conspicuous place on premises owned and operated by the Town of Arnprior, as well as by posting the information on the Town of Arnprior Website ([www.arnprior.ca](http://www.arnprior.ca)) and providing audio messages by automated telephone attendant for the facility where the service disruption is going to take place, if available. If deemed appropriate and time permits, planned disruptions of services may also be published in local newspapers.

## 7.6 Feedback Process:

- a) Should a member of the public wish to make a complaint regarding the accessible provision of goods or services they have received:
  - i) the member of the public can advise the Town of Arnprior of their complaint or concern through any of the following means:
    - a. Make a written submission of the complaint and/or concern to the appropriate department responsible for delivering the goods or services for which there is a complaint or comment;
    - b. Contact by telephone the appropriate department responsible for delivering the goods or services for which there is a complaint or comment;
    - c. Attend the office and meet the appropriate Department Head or designate responsible for delivering the goods or services for which there is a complaint or comment.
  - ii) A response will be provided to anyone providing a complaint or comment regarding the provision of accessible goods and services, in the same manner as the complaint or comment was received, within 30 days.
  - iii) If deemed appropriate, a complaint or comment regarding the provision of accessible goods and services may be directed to the Town of Arnprior Accessibility Advisory Committee for recommendation on how to address the complaint or comment.
  - iv) If agreement on the resolution of a complaint cannot be reached between the appropriate Department Head and the complainant, the matter will be directed to the Chief Administrative Officer for disposition.
  - v) If the Chief Administrative Officer is unable to provide a satisfactory resolution to the complaint, the complainant has the option of presenting the complaint to the Town of Arnprior Council for final disposition.

## **8.0 ATTACHMENTS**

Appendix "A" - CNIB Clear Print Accessibility Guidelines