



The Town of Arnprior Corporate Policies and Procedures Manual

Policy Name: Accessible Customer Service

Policy Manual Section:
Administrative Standards – Corporate
Procedures (AS-CP)

Revision Date:

By-law Number: 6167-12

Policy Number: AS-CP-04

Organizational Coverage: All Staff,
Members of Council, Volunteers,
Volunteer Fire-Fighters, and Persons
Receiving Honourariums

Effective Date: November 2012

1.0 Policy Statement

The Corporation of 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 and services will be provided in a manner that respects the dignity and independence of persons with disabilities;
- b) The provision of goods and 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 and services;
- c) Persons with disabilities will be given an equal opportunity to obtain, use and benefit from the goods and services.
- d) To ensure the best possible customer service, the Corporation promotes open communication and encourages persons with disabilities to communicate their required accommodation or assistance, if this need is not being met.

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. It also applies 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. 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 Corporation of the Town of Arnprior.

4.0 Responsibility

Town Council, Committees of Council and Staff (including contractors and volunteers) shall be responsible for adhering to the parameters of this policy, and for ensuring accessible customer service is provided. The Corporate Services Department shall be responsible for communicating this policy and for ensuring that all service providers are adequately trained.

5.0 Definitions

5.1 “Persons with Disabilities” are defined according to the Accessibility for Ontarians with Disabilities Act, 2005 as:

- a) 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;
- b) a condition of mental impairment or developmental disability,
- c) learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- d) a mental disorder, or
- e) an injury or disability for which benefits were claimed or received under the insurance plan, established under the Workplace Safety and Insurance Act, 1997. This definition includes disabilities of differing severity, visible as well as non-visible disabilities, and disabilities to the effects of which may come and go. 5.2 “Service Animals” are defined as either: a) A “guide dog”, as defined in Section 1 of the Blind Persons Rights Act; a dog trained as a guide for a blind person and having the qualifications prescribed by the regulations.

5.2 “Service Animals” are defined as either:

- a) A “guide dog”, as defined in Section 1 of the Blind Persons Rights Act; a dog trained as a guide for a blind person and having the qualifications prescribed by the regulations.
- b) 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:
 - i) It is readily apparent that the animal is used by the person for the reasons relating to his or her disability; or
 - ii) The person provides a letter from a physician or nurse confirming that they require the animal for reasons relating to their 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, medical needs and/or with access to goods and services.

5.4 The term “Accessible” means able to be reached or entered by a person with a disability; able to be easily obtained, used, and/or understood by everyone including those persons with varying disabilities.

5.5 An “Assistive Device” is any device that is designed, made, or adapted to assist a person with a disability in completion of various tasks, or in accessing goods and/ or services.

5.6 The “Principles of Accessible Customer Service” are as follows:

- a) **“Dignity”** meaning making sure a customer with a disability is valued and provided respect and ethical treatment, along with effective and full service.
- b) **“Independence”** which means freedom from control or influence of others; freedom to make one’s own choices.
- c) **“Integration”** meaning customers with disabilities fully benefit from the same services, in the same place and in the same or similar way as other customers.
- d) **“Equal Opportunity”** is a stipulation that all people should be treated similarly, unhampered by artificial barriers, prejudices, or preferences.

The Corporation of the Town of Arnprior abides by these principles when providing customer service, especially to those persons with disabilities.

5.7 “Goods and Services” are those goods and services provided by the Corporation

of the Town of Arnprior.

6.0 References

- Accessibility for Ontarians with Disabilities Act , 2005 Ontario Regulation 429/07
- Accessibility Standards for Customer Service
- Access Ontario – Ministry of Community and Social Services Ontario
- Blind Persons' Rights Act

7.0 Procedures

7.1 Meeting Access:

- a) The Corporation of the Town of Arnprior holds various public meetings. If any of these meetings are to be held in a location that is not accessible, the Corporation will relocate the meeting to a location that is accessible, if requested.

7.2 Document Format:

- a) Should the Corporation of the Town of Arnprior be requested to provide a copy of a document to a person with a disability, the Corporation shall give the person the document, or the information contained in the document, in an accessible format that takes into account the person's disability.
- b) Material printed in-house and publications produced on behalf of the Corporation of the Town of Arnprior should contain a note indicating "alternate formats are available upon request" and include relevant contact information.
- c) The Corporation of 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 Corporation document, or portion thereof, in an alternate format, the Corporation 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. See Appendix A for the CNIB Clear Print Accessibility Guidelines.

7.3 Training:

- a)** The Corporation of 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 Corporation, whether the person does so as an employee, agent, volunteer or otherwise.
 - ii)** Every person who participates in developing the Corporation of the Town of Arnprior's policies, practices and procedures governing the provision of goods and 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), 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. This will take into account the principles of accessible customer service.
 - ii)** How to interact with persons with disabilities who use an assistive device, 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 Corporation of the Town of Arnprior, or otherwise provided by the Corporation, that may help with the provision of goods and services to a person with a disability.
 - iv)** What to do if a person with a disability is having difficulty accessing goods and services provided by the Corporation of the Town of Arnprior.

- c)** The Town Clerk will log and maintain records detailing the training provided, as well as the name of the person, location, and date the training was completed.

- d)** Training is available, upon request, in accessible formats.

7.4 Assistive Devices:

- a)** The Corporation of 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 Corporation.

- b) Should a person with a disability be unable to access the Corporation's goods and services through the use of their own personal assistive device, the Corporation will ensure the following measures:
 - i) Determine if the provision of the goods and services are 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 and services and how they can access the alternative, temporarily or on a permanent basis.
- c) The Corporation of the Town of Arnprior will ensure that staff members are trained as required to use assistive devices available in our various facilities (Ex. computer programs, pool lift, etc.)

7.5 Service Animals:

- a) 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 Corporation of the Town of Arnprior that are typically open to the public, unless the animal is otherwise excluded by law. The guide dog or service animal must be 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.

7.6 Support Persons:

- a) 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.
- b) 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 Corporation of the Town of Arnprior will ensure that notice is given in advance about the amount, if any, payable in respect to the support person.

7.7 Service Disruption:

- a) If there is a planned temporary disruption in any of the Corporation's facilities or services (including those used by persons with disabilities) the Corporation of 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 services, 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 Corporation of the Town of Arnprior, as well as by posting the information on the Corporation's

Website (www.arnprior.ca). Audio messages will also be provided, by the 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 the local newspapers.

7.8 Feedback Process:

The Corporation of the Town of Arnprior has established a feedback process to allow people to provide feedback on whether the Corporation is providing accessible goods and services.

- a)** Should a member of the public wish to make a complaint regarding the accessible provision of goods and/or services they have received:
 - i)** The member of the public can advise the Corporation of the Town of Arnprior of their complaint or concern through any of the following means:
 - Through a written submission of the complaint and/or concern to the appropriate department responsible for delivering the goods and/or services for which there is a complaint or comment;
 - Contacting by telephone the appropriate department responsible for delivering the good(s) and/or service(s) for which there is a complaint or comment;
 - Attending the office and meeting with the appropriate Department Head or designate responsible for delivering the good(s) and/or service(s) 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 Corporation of the Town of Arnprior's 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.

See Appendix B for the Corporation of the Town of Arnprior's Facility/Department Listing.

8.0 Attachments

Appendix "A" - CNIB Clear Print Accessibility Guidelines

Appendix "B" – Corporation of the Town of Arnprior's Facility/ Department Listing (As Amended – 2021)

Appendix A – Accessible Customer Service Policy

Clear Print

Accessibility Guidelines

Readability shouldn't be an afterthought when producing materials. It should be the first step in making your merchandise, service, location or information accessible to everyone. Keep Clear Print guidelines in mind as you design your products and you'll reach a wider audience.

1.0 Contrast

Use high contrast colours for text and background. Good examples are black or dark blue text on a white or yellow background, or white/yellow text on a black/dark blue background.

2.0 Type Colour

Printed material is most readable in black and white. If using coloured text, restrict it to things like titles, headlines or highlighted material.

3.0 Point Size

Bigger is better. Keep your text large, preferable between 12 and 18 points, depending on the font (point size varies between fonts). Consider your audience when choosing point size.

4.0 Leading

Leading is the space between lines of text and should be at least 25 to 30 per cent of the point size. This lets readers move more easily to the next line of text. Heavier typefaces will require slightly more leading.

5.0 Font Family & Font Style

Avoid complicated or decorative fonts. Choose standard fonts with easily-recognizable upper and lower-case characters. Arial and Verdana are good choices.

6.0 Font Heaviness

Opt for fonts with medium heaviness and avoid light type with thin strokes. When emphasizing a word or passage, use a bold or heavy font. Italics or upper-case letters are not recommended.

7.0 Letter Spacing

Don't crowd your text: keep a wide space between letters. Choose a monospaced font rather than one that is proportionally spaced.

8.0 Margins & Columns

Separate text into columns to make it easier to read, as this way it requires less eye

movement and less peripheral vision. Use wide binding margins or spiral bindings if possible. Flat pages work best for vision aids such as magnifiers. 09: Paper Finish Use a matte or non-glossy finish to cut down on glare. Reduce distractions by not using watermarks or complicated background designs.

9.0 Clean Design & Simplicity

Use distinctive colours, sizes and shapes on the covers of materials to make them easier to tell apart. CNIB is a nationwide, community-based, registered charity committed to public education, research and the vision health of all Canadians. CNIB provides the services and support necessary to enjoy a good quality of life regardless of vision loss.

To find out more about CNIB's accessibility services, call 1-800-563-2642 or visit cnib.ca/accessibility.

CNIB
1929 Bayview Ave.
Toronto ON M4G 3E8

Appendix B – Accessible Customer Service Policy

Corporation of the Town of Arnprior’s Facility/Department Listing

To provide feedback regarding the accessible provision of goods and/or services, provided by the Corporation of the Town of Arnprior, please use the following listing to contact the appropriate department:

Town Hall (Henry A. Murdoch Municipal Building)

105 Elgin Street West, Arnprior, ON. K7S 0A8

- **Operations Department**

General Manager, Operations

613-623-4231 Ext. 1831

- **Client Services Department**

General Manager, Client Services/Treasurer

613-623-4231 Ext. 1820

Town Clerk

613-623-4231 Ext. 1817

Nick Smith Centre

77 James Street, Arnprior, ON. K7S 1C9

- **Recreation Department**

Director of Recreation

613-623-7301 Ext. 1793

Arnprior Public Library

21 Madawaska Street, Arnprior, ON. K7S 1R6

- **Arnprior Public Library**

Chief Librarian

613-623-2279

Arnprior and District Museum

35 Madawaska Street, Arnprior, ON. K7S 1R6

- **Arnprior and District Museum**

Museum Curator

613-623-4902