

<b>The Township of Burpee and Mills</b>			
Section:	Administration	Policy No.	
Policy:	<b>ACCESSIBLE CUSTOMER SERVICE POLICY</b>  <b>Providing Goods and Services to People with Disabilities</b>	Date Issued: By-Law:	July 2009
Coverage:		Revision No.	
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## **POLICY STATEMENT**

The Township of Burpee and Mills strives at all times to provide its goods and services in a way that respects the dignity and independence of all people. The Township of Burpee and Mills is also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

***\*Exclusion - This Accessibility Customer Service Policy shall not apply during any period where the Municipality has declared a "State of Emergency" as defined under the **Emergency Management Act.*****

## **PROCEDURE**

The Township of Burpee and Mills will provide goods and services to people with disabilities, with particular consideration to the following areas:

### **1. Communication**

The Township of Burpee and Mills will communicate with people with disabilities in ways that take into account their disability. Staff who communicate with customers will be trained on how to interact and communicate with people with various types of disabilities.

The Township of Burpee and Mills are committed to providing fully accessible telephone service to our customers. Staff will be trained to communicate with customers over the telephone in clear and plain language, to speak clearly and slowly and to tailor their responses as much as possible in support of the individual.

The Township of Burpee and Mills will offer to communicate with customers by other means, including relay service or e-mail, if telephone communication is not suitable to their communication needs or is not available.

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## 2. Assistive Devices

The Township of Burpee and Mills are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. Staff will be trained and become familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

The Township of Burpee and Mills will also ensure that staff know how to use the assistive devices which are available on our premises, including electronic door openers if applicable.

## 3. Correspondence, invoices and other documentation

The Township of Burpee and Mills is committed to providing accessible information to all of our customers.

For this reason, correspondence, invoices and other documentation will be provided in large print or by e-mail, **upon request**.

The Township of Burpee and Mills may provide a document, or information contained in a document, in a format that takes into account the person's disability. The Municipality and the person with a disability may agree upon the format to be used for the document or information.

Any questions customers may have about the content of a document will be answered in person, by telephone or e-mail.

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#### **4. Use of Service Animals and Support Persons**

##### Service Animals

The Township of Burpee and Mills are committed to welcoming people with disabilities who are accompanied by a service animal, in the areas of our premises that are open to the public and other third parties. All staff, volunteers and others dealing with the public will be properly trained in how to interact with people with disabilities who are accompanied by a service animal.

An animal is a service animal for a person with a disability:

- i) If it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- ii) If the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

##### Support Person

The Township of Burpee and Mills are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter the Municipality's buildings with his or her support person. At no time will a person with a disability who is accompanied by a support person, be prevented from having access to his or her support person while on Municipal premises.

A "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.

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No admission will be charged to the support person for admission to Municipal Recreation Facilities.

The Township of Burpee and Mills will recommend to groups that manage buildings and/or events under the auspices of the municipality to adopt a similar policy and not charge a support person who is accompanying a person with a disability

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Customers will be informed of this policy by a notice that will be posted at each building and on the Municipality's website.

#### Notice of Disruption in Service

The Township of Burpee and Mills will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities.

This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

Notice may be given by posting the information at a conspicuous place on premises owned or operated by the Township of Burpee and Mills, or by posting it on the Municipality's website or by such other method as is reasonable in the circumstances.

## **5. Training**

The Township of Burpee and Mills will provide training to:

- ◆ Every person who participates in developing the policy, practices and procedures under Ontario Regulation 429/07 – Accessibility Standards for Customer Service
- ◆ Every person who deals with the public on behalf of the Township of Burpee and Mills, including 3<sup>rd</sup> parties, i.e. employees, agents and volunteers
- ◆ Current employees, volunteers and others who deal with the public or other third parties on their behalf will receive training by January 1, 2010
- ◆ all those who are involved in the development and approvals of customer service policies, practices and procedures will receive training by January 1, 2010
- ◆ Members of Township Council will receive this training by January 1, 2010
- ◆ New employees, volunteers, management, etc. shall receiving training as soon as “practicable”, after commencing duties.
- ◆ Agents working on various projects for the municipality and who have been approved by successful tender shall be responsible for providing their own training to meet the requirements of Ontario Regulation 429/07

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Training will include the following:

- ◆ The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- ◆ How to interact and communicate with people with various types of disabilities
- ◆ How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- ◆ What to do if a person with a disability is having difficulty in accessing The Township of Burpee and Mills services
- ◆ The Township of Burpee and Mills policies, practices and procedures relating to the customer service standard.

Staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

## **6. Training Records**

Training records shall be kept, including the dates when the training is provided, number of individuals to whom the training was provided and the signature of all those individuals trained on a particular date.

## **7. Feedback Process**

The ultimate goal of the Township of Burpee and Mills is to meet and surpass customer expectations while serving all people, including those with disabilities. Comments regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way the Municipality provides goods and services to people with disabilities can be made by using a feedback form, by mail, e-mail, or verbally. All feedback should be directed to the Township Clerk. Customers can expect a response within thirty (30) days.

## **8. Modifications to This or Other Policies**

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The Township of Burpee and Mills is committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.

Any policy of the Township of Burpee and Mills that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

## 9. Questions About This Policy

This policy exists to achieve service excellence to customers with disabilities.

If anyone has a question about this policy, or if the purpose of this policy is not understood, inquiries should be referred to the **Clerk-Treasurer** for Township of Burpee and Mills.

Approved by: \_\_\_\_\_  
Reeve

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Clerk