



The Corporation of the Township of Dorion

Accessible Customer Service Policy

POLICY STATEMENT

It is the policy of The Corporation of the Township of Dorion that citizens with disabilities achieve accessibility in the provision of goods and services by the Township to this community, consistent with the principles of independence, dignity, integration and equality of opportunity as set out in the regulations of the *Accessibility for Ontarians with Disabilities Act, 2005*.

PURPOSE

The purpose of this Policy is to recognize the Township's obligation to facilitate the implementation of the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA), and all regulations pursuant to the Act.

IMPLEMENTATION

Assistive Devices

If a person with a disability requires assistive devices to access goods or services of the Township, they are allowed to use such devices and any other assistive measures that may be offered by the Township to accommodate their needs.

Service Animals

If a person with a disability is accompanied by a service animal, the Township will permit the person to enter the premises with the animal and keep it with him or her, unless the animal is otherwise excluded by law from the premises. If the service animal or guide dog is excluded by law from the premises, the Township will look to other available measures to enable the person with a disability to obtain, use or benefit from the Township's goods and services.

Support Persons

If a person with a disability is accompanied by a support person, they are permitted to enter the premises together and are not prevented from having access to each other while on the premises. The Township may require a person with a disability to be accompanied by a support person while on its 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. Where fees for goods and services are advertised or promoted by the Township, it will provide advance notice of the amount payable, if any, in respect of the support person.

Notice of Disruption of Services

If there is a temporary disruption in a particular facility or service used to allow a person with a disability to access goods or services, the Township will give notice of the disruption to the public.

Training

The Township will provide training to its staff and volunteers, about the provision of its goods and services to persons with disabilities. All Township employees and volunteers, who deal with the public or other third parties, and those involved in developing customer service policies, practices, and procedures, will receive Accessibility Awareness Training as soon as practical after beginning their employment. The Township will also provide ongoing training with respect to changes in its policies, practices, and procedures to those individuals who require such training as soon as practical. The Township will keep records of the training provided. Agents and contractors of the Township of Dorion who deal with the public during their work for the Township will provide proof of 'Accessibility Awareness' training (as part of their contractual agreement with the Township) prior to their work for the Township. If the agent or contractor is required to meet the requirements of Regulation 429/07 on or after January 1, 2012, the Township may, at its discretion, provide the necessary training prior to January 1, 2012. If the agent or contractor is not required to meet the requirements of Regulation 429/07, the Township may, at its discretion, provide the necessary training.

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.

Feedback Process

Feedback regarding the way the Township of Dorion provides goods and services to people with disabilities can be made by using a feedback form and returning it by mail, e-mail, or verbally. All feedback shall be directed to the Township Clerk. Customers can expect a response within ten (10) days of its receipt by the Township.

Exclusion

This Accessibility Customer Service Policy shall not apply during any period where the Reeve, or the Reeve's designate, has declared a "State of Emergency" as defined under the *Emergency Management Act*.

Effective Date: January 1, 2010

Council Resolution #: 10-010