

# **THE CORPORATION OF THE TOWNSHIP OF CHAPPLE**

## **COUNCIL POLICY**

### **ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE**

#### **PURPOSE:**

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 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.

#### **POLICY:**

##### **1. Establishment of Policies, Practices and Procedures**

- (a) The Township of Chapple shall establish policies, practices and procedures governing the provision of its goods and services to persons with disabilities.
- (b) The Township of Chapple shall use reasonable efforts to ensure that its policies and procedures are consistent with the following principles:
  - (i) the goods or services must be provided in a manner that respects the dignity and independence of persons with disabilities
  - (ii) The provision of goods or services to persons with disabilities and others must 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.

- (iii) Persons with disabilities must be given an opportunity equal to others to obtain, use and benefit from the goods and services.
- (c) When communicating with a person with a disability, a provider shall do so in a manner that takes into account the person's disability

## **2. Use of Service Animals**

- (a) If a person with a disability is accompanied by a guide dog or other service animal, the Township of Chapple 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.
- (b) If a service animal is excluded by law from the premises, the Township of Chapple shall ensure that other measures are available to enable the person with a disability to obtain, use or benefit from the Township of Chapple's goods or services.
- (c) In this section:
  - "guide dog" means a guide dog as defined in Section 1 of the Blind Person Right's Act
  - "service animal" means a service animal for a person with a disability
- (d) For the purposes of this section, the animal is a service animal for a person with a disability:
  - If it is readily apparent that the animal is used by a 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

## **3. Use of Support Persons**

- (a) If a person with a disability is accompanied by a support person, the Township of Chapple 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
- (b) The Township of Chapple may require a person with a disability to be accompanied by a support person while on the premises, but only if the 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.

- (c) 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 Township of Chapple shall ensure that notice is given in advance about the amount, if any, payable in respect of the support person.
- (d) In this section:
  - "support person" means, in relation to a person with a disability, another person who accompanies him and her in order to help with communication, mobility, personal care or medical needs or with access to goods or services

#### **4. Notice of Temporary Disruptions**

- (a) If, in order to obtain, use or benefit from a Township of Chapple goods or services, persons with disabilities use particular facilities or services of the Township of Chapple and, if there is a temporary disruption in those facilities or services in whole or in part, the Township of Chapple 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 may be given by posting the information at a conspicuous place on premises owned or operated by the Township of Chapple, by posting it on the Township of Chapple's website or by such other method as is reasonable in the circumstances.

#### **5. Training for Staff**

- (a) The Township of Chapple shall ensure that the following persons receive training about the provision of its goods or services to persons with disabilities:
  - (i) Every person who deals with members of the public or other third parties on behalf of the Chapple, whether the person does so as an employee, agent, volunteer or otherwise.
  - (ii) Every person who participates in developing the Township of Chapple's policies, practices and procedures governing the provision of goods or services to members of the public or other third parties.
- (b) The training must include a review of the purposes of the Act and the requirements of this Regulation and instruction about the following matters:

- (i) How to interact and communicate with persons with various types of disabilities.
  - (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.
  - (iii) How to use equipment or devices available on the Township of Chapple's premises or otherwise provided by the Township of Chapple 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 particular type of disability is having difficulty accessing the Township of Chapple's goods or services.
- (c) The training must be provided to each person as soon as practicable after he or she is assigned the applicable duties.
  - (d) Training must also be provided on an ongoing basis in connection with changes to the policies, practices and procedures governing the provision of goods and services with persons with disabilities.

**6. Feedback Process for the Corporation of the Township of Chapple**

- (a) The Township of Chapple shall establish a process for receiving and responding to feedback about the manner in which it provides goods or services to persons with disabilities and shall make information about the process readily available to the public.
- (b) The feedback process must permit persons to provide their feedback in person, by telephone, in writing, or by delivering and electronic text by email or on diskette or otherwise.
- (c) The feedback process must specify the actions that the Township of Chapple is required to take if a complaint is received.

**7. Notice of Availability of Documents**

- (a) The Township of Chapple shall notify persons to whom it provides goods or service that the documents required by this Regulation are available upon request.
- (b) The notice may be given by posting the information at a conspicuous place on premises owned or operated by the Township of Chapple, by posting it on the Township of Chapple's website, or by such other method as is reasonable in the circumstances.

**8. Format of Documents**

- (a) If the Township of Chapple is required by the Regulation to give a copy of a document to a person with a disability, it shall give the person the document in a format that takes into account the person's disability.
- (b) The Township of Chapple and the person with the disability may agree upon the format to be used for the document or information

POLICY # 28	SUBJECT	APPROVED/
	POLICY RE: ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE	April 13, 2010