



## Policy & Procedures

Section: 3.0 Human Resources

Policy: Accessible Customer Service Policy

By-Law: 2009-100, 2010-59, 2016-98

Date: 19 October 2009

Revision: 17 October 2016

### Coverage:

This policy shall apply to all employees, contractors and volunteers of the Township of Huron-Kinloss.

### Policy Statement:

The Township of Huron-Kinloss is committed to providing quality goods, services and facilities that are accessible to **all** persons that we serve.

### Legislative Authority:

*Accessibility for Ontarians with Disabilities Act, 2005, as amended*, Human Rights Code, R.S.O. 1990 Chapter H.19, Canadian Charter of Rights and Freedoms

### Contents:

The *Accessibility for Ontarians with Disabilities Act, 2005* (the "AODA") is a Provincial Act with the purpose of developing, implementing and enforcing accessibility standards in order to achieve accessibility for persons with disabilities with respect to goods, services, facilities, accommodation, employment, transportation and the built environment.

Under the AODA, the Ontario Regulation 191/11 Integrated Accessibility Standards is updated (effective July 1<sup>st</sup>, 2016) to include the Accessible Customer Service standard which had previously stood alone. The Township of Huron-Kinloss Accessible Customer Service policy is updated to reflect all the changes. The Township shall develop, implement and maintain policies governing our provision of goods, services or facilities, as the case may be to persons with disabilities.

#### Definitions: **1. Assistive Device**

A device used to assist persons with disabilities in carrying out activities or in accessing the services of persons or organizations covered by the Customer Service Standard.

#### **2. Disability**

- 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, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment,

deafness or hearing impediment, muteness or speech impediment, or 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 a developmental disability
- c) a 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*.

### **3. Facilities**

Facilities is defined as any buildings owned by the Township of Huron Kinloss and utilized by the public.

### **4. Goods and Services**

Goods and services include all of the goods and services provided by The Township of Huron Kinloss in the daily activities carried out by the municipality.

### **5. Guide Dog**

A guide dog as defined in section 1 of the *Blind Persons' Rights Act* is a dog trained as a guide for a blind person and having qualifications prescribed by the regulations under the *Blind Persons' Rights Act*

### **6. Regulated Health Professional**

A Regulated Health Professional is a member of the Colleges listed below and is able to provide documentation that the person requires a service animal for reasons relating to their disability.

- a) Audiologists and Speech-Language Pathologists of Ontario
- b) Chiropractors of Ontario
- c) Nurses of Ontario
- d) Occupational Therapists of Ontario
- e) Optometrists of Ontario
- f) Physicians and Surgeons of Ontario
- g) Physiotherapists of Ontario
- h) Psychologists of Ontario
- i) Registered Psychotherapists and Registered Mental Health Therapists of Ontario

### **7. Service Animal**

Any animal used by a person with a disability for reasons relating to the disability where it is readily apparent that the animal is used by the person for reasons relating to his or her disability due to visual indicators such as a vest or harness worn by the animal; or where the person provides a letter from a Regulated Health Professional confirming that he or she requires the animal for reasons relating to his or her disability.

## **9. Support Person**

A person who accompanies a person with a disability in order to assist him or her with communication, mobility, personal care, or medical needs or with access to goods, services or facilities.

## **10. Township**

Township shall mean The Township of Huron Kinloss.

General Principles:

### **1. Provision of Goods, Services and Facilities to Persons with Disabilities**

The Township will use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

- a) The Township's goods, services and facilities are provided in a manner that respects the dignity and independence of persons with disabilities.
- b) The provision of goods, services or facilities to person with disabilities must be integrated with the provision of goods, services or facilities to others, unless an alternative 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, services or facilities.
- c) Persons with disabilities are given, where practicable, an opportunity equal to that of persons without disabilities to obtain, use or benefit from the goods, services or facilities.
- d) When communicating with a person with a disability, the Township shall do so in a manner that takes into account that person's disability.

### **2. Assistive Devices and other Measures that Assist with Accessibility**

A person with a disability may provide their own assistive device for the purpose of obtaining, using and benefiting from the Township's goods, services or facilities. Exceptions may occur in situations where the Township has determined that the assistive device may pose a risk to the health and safety of a person with a disability or the health and safety of others on the premises.

Should any person with a disability be unable to access the Township's goods, services or facilities through the use of their own personal assistive device, the Township will ensure the following:

- determine if goods, services or facilities is inaccessible, based on individual requirements,
- assess goods, services or facilities delivery and potential options to meet the needs of the individual,

- notify the person with a disability of alternative goods, services or facilities and how they can access the service, temporarily or on a permanent basis.

It should be noted that it is the responsibility of the person with a disability to ensure that his or her assistive device is operated in a safe and controlled manner at all times.

### **3. Service Animals**

Persons with a disability may enter premises owned and operated; or operated, by the Township accompanied by a service animal and keep the animal with them if the public has access to such premises and the animal is not otherwise excluded by law. If a service animal is excluded by law, (ie, kitchen with food preparation) the Township will ensure that alternate means are available to enable the person with a disability to obtain, use or benefit from the Township's goods, services or facilities within reason.

If it is not readily apparent that the animal is a service animal such as a vest or harness worn by the animal, the Township may ask the person with a disability for a letter from a Regulated Health Professional confirming that the person requires the animal for reasons relating to his or her disability.

It should be noted that it is the responsibility of the person with a disability to ensure that his or her service animal is kept in their care and control at all time. The owner is responsible for any damage done by the service animal.

### **4. Support Persons**

If a person with a disability is accompanied by a support person, the Township 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.

The Township may require a person with a disability to be accompanied by a support person but only after consulting with the person with a disability and determining that

- a) a support person is necessary to protect the health or safety of the person with a disability or the health and safety of others on the premises; and
- b) there is no other reasonable way to protect the health or safety of the person with a disability and the health or safety of others on the premises.

If an amount is payable for a person's admission to the premises, notice shall be given in advance of the amount, if any, payable for the support person.

If the Township has required that the person with a disability be accompanied by a support person when on the premises, the Township shall waive payment of the amount, if any, payable for the support person.

## **5. Notice of Temporary disruptions in Services and Facilities**

Temporary disruptions in the Township's services and facilities do occur from time to time due to reasons that may or may not be within the Township's control or knowledge.

The Township will make reasonable effort to provide notice of the disruption to the public, including information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if any, that may be available. The Township will make reasonable effort to provide prior notice of planned disruptions if possible, recognizing that in some circumstances such as in the situation of unplanned temporary disruption, advance notice will not be possible. In such cases, the Township will provide notice as soon as possible.

When temporary disruptions occur to the Township's services or facilities, the Township will provide notice by placing the information in visible, public places, and/or on the Township's website ([www.huronkinloss.com](http://www.huronkinloss.com)), and/or by any other method that may be reasonable under the circumstances as soon as reasonably possible.

## **6. Assistive Devices and other Measures that Assist with Accessibility**

A person with a disability may provide their own assistive device for the purpose of obtaining, using and benefiting from the Township's goods, services and facilities. Exception may occur in situations where the Township has determined that the assistive device may pose a risk to the health and safety of a person with a disability or the health and safety of others on the premises.

Should an person with a disability be unable to access the Township's facilities, goods or services through the use of their own personal assistive device, the Township will ensure the following:

- determine if service or facility is inaccessible, based on individual requirements,
- assess service delivery and potential service options to meet the needs of the individual,
- notify the person with a disability of alternative services or facilities and how they can access the service or facility temporarily or on a permanent basis.

It should be noted that it is the responsibility of the person with a disability to ensure that his or her assistive device is operated in a safe and controlled manner at all times.

## **7. Feedback**

The Township of Huron Kinloss is committed to providing high quality goods, services and facilities to all members of the public it serves. Feedback from the public is welcomed as it may help to identify areas that require change.

Feedback from a member of the public about the delivery of goods, services and facilities to persons with disabilities may be given by telephone (519-395-3735), in person (21 Queen Street, Ripley), in writing (Box 130, Ripley, N0G 2R0) or in electronic format ([info@huronkinloss.com](mailto:info@huronkinloss.com)). A feedback form will be available at the Township office or on the Township website ([www.huronkinloss.com](http://www.huronkinloss.com))

## **8. Training**

The Township of Huron Kinloss will ensure that all persons to whom this policy applies receive training as required by the *Accessibility for Ontarians with Disabilities Act, 2005 as amended*. The amount and format of training given will be tailored to suit each person's level of interaction with the public and his or her involvement in the development of policies, procedures and practices pertaining to the provision of goods, services or facilities.

Full details of the training can be found in The Township of Huron Kinloss Accessible Training Policy.

Training will be provided as soon as practicable upon an individual being assigned the applicable duties as well as on an ongoing basis as changes occur to the Township's policies, procedures and practices governing the provision of goods or services to persons with disabilities.

The Township will keep records of the training, including but not limited to the date training is provided and the number of individuals receiving training. The names of individuals trained will be recorded for training administration purposes subject to the *Municipal Freedom of Information and Protection of Privacy Act (MFIPPA)*.

### Availability and Format of Documents:

All documents required by the *Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11* are available upon request subject to MFIPPA. This include but are not limited to the Accessible Customer Service policies, procedures and practices, notices of temporary disruptions, training records and written feedback.

Should the Township be required to give a copy of a document to a person with a disability, the Township shall give the person the document, or the information contained in the document, in a format that takes into account the person's disability.

The Township and the person with the disability will try to agree upon the format to be used for the document or information, subject to feasibility requirement of this policy.

Alternate formats will be considered by the Township of Huron Kinloss.

Notice of Availability of Documents:

Notice of the availability of all documents required by the *Accessibility for Ontarians with Disabilities Act, 2005* will be posted on the Township of Huron-Kinloss website and available at the Township office.