



POLICY & PROCEDURE MANUAL

SECTION	ADMINISTRATION	POLICY NUMBER	GA-01-009
SUB-SECTION		EFFECTIVE DATE	October 13th, 2009
SUBJECT	CUSTOMER SERVICE ACCESSIBILITY POLICY		
AUTHORITY	Accessibility for Ontarians with Disabilities Act, 2005; Ontario Regulation 429/09 (Customer Service Standard)		

PURPOSE

The Township of East Luther Grand Valley is committed to being responsive to the needs of all its residents. To do this, we must recognize the diverse needs of all of our residents and respond by striving to provide services and facilities that are accessible to all. As an employer, and a provider of services, the Township of East Luther Grand Valley is committed to ensuring its services are provided in an accessible manner.

The Township of East Luther Grand Valley will promote accessibility through the development of policies, procedures and practices, and by ensuring they consider people with disabilities.

PRINCIPLES

Reasonable efforts will be made to ensure the following:

- (a) That goods and services be provided by the Township of East Luther Grand Valley 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 permanently, 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 opportunity – equal to that given to others – to obtain, use and benefit from the goods and services.

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SUMMARY OF PROCEDURES

Procedures and practices will strive to reflect or achieve the following:

- (1) Persons with disabilities will be permitted to be accompanied by a required support person in premises open to the public and admission fees will be waived for a support person who accompanies a person with a disability.
- (2) 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 Township of East Luther Grand Valley that are open to the public.
- (3) The Township of East Luther Grand Valley will allow persons with disabilities to use their own personal assistive devices to obtain, use or benefit from the services offered by the Township of East Luther Grand Valley.
- (4) Notice will be provided upon temporary disruption of facilities or services that people with disabilities rely on to access Township of East Luther Grand Valley services.
- (5) Communication will be considered, in a manner that takes into consideration a person's disability.
- (6) The Township of East Luther Grand Valley will establish a feedback process to allow people to provide comments on how we are providing services to persons with disabilities.
- (7) Staff will receive appropriate training.

PROCEDURES

(1) Support Persons

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.

The Township of East Luther Grand Valley will allow people with disabilities to be accompanied by a required support person in all Township owned and operated public facilities. The Township of East Luther Grand Valley reserves the right to request the person with a disability be accompanied by a support person, in the event that it is considered necessary to protect the health and safety of the person with a disability or others on the premises.

At facilities where admission is charged, The Township of East Luther Grand Valley will waive admission fees for support persons who accompany a person with a disability. The following procedure is to be used:

- (a) Member of public should notify a staff member of the presence of the support person.
- (b) Admission fees will be waived for the support person.
- (c) If there is confidential information to be disclosed, consent must be received from the person with the disability.

(2) Service Animals

For the purpose of this policy, a 'service animal' is defined as either:

- (a) A "guide dog," as defined in section 1 of the Blind Persons Rights' Act; or
- (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,
 - i. If it is readily apparent that the animal is used by the person for the 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.

The Township of East Luther Grand Valley will allow the person and the animal on to all Township of East Luther Grand Valley owned and operated facilities where the public are permitted, and will ensure that the person is permitted to keep the animal with him or her unless the animal is otherwise excluded by law.

If a service animal is excluded by law from the premises, the provider of goods or services shall ensure that other measures are available to enable the person with a disability to obtain, use or benefit from the provider's goods or services.

(3) Assistive Devices

The Township of East Luther Grand Valley will allow persons with disabilities to use their own personal assistive devices to obtain, use or benefit from the services offered by the Township of East Luther Grand Valley.

Should a person with a disability be unable to access the Township's services through the use of their own personal assistive device, the Township of East Luther Grand Valley will ensure the following measures:

- (a) Determine if service is inaccessible, based upon individual requirements.
- (b) Assess service delivery and potential service options to meet the needs of the individual.
- (c) Notify person with disability of alternative service and how they can access the service, temporarily or on a permanent basis.

(4) Service Disruption

If, in order to obtain, use or benefit from a provider's goods or services, persons with disabilities usually use particular facilities or services of the provider (for example, elevators) and if there is a temporary disruption in those facilities or services in whole or in part, the Township of East Luther Grand Valley shall give notice of the disruption to the public.

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.

Notice will be given by posting the information at a conspicuous place on premises owned or operated by the provider of goods or services, as well as by posting it on the Township of East

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Luther Grand Valley website.

If the Township of East Luther Grand Valley website should expect a temporary service disruption, advance notice where possible, keeping with the conditions of the service disruption section of this policy, shall be provided on the website.

(5) Communication and Format of Documents

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

Material printed in-house and publications produced on behalf of the Corporation of the Township of East Luther Grand Valley should contain a note indicating, "Alternate formats are available upon request" and include relevant contact information.

The Township of East Luther Grand Valley and the person with a disability will try to agree upon the format to be used for the document or information, subject to feasibility as outlined below.

Feasibility will be determined based upon cost in relation to size of document and time associated with processing document requests.

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.

Conversion shall be processed in-house wherever possible. When a member of the public requests a piece of Township documentation in an alternative format, the department of origin shall be responsible for the cost of the conversion, materials and distribution, not the public requestor.

In-house printing, where possible, should adhere to the CNIB's Clear Print Standards (available on-line at the CNIB website <http://www.cnib.ca/> - found June 19, 2009).

Alternative formats that should be considered by the Township of East Luther Grand Valley and the person with the disability will include, but are not limited to:

(i) Print Requests:

Requests for alternative formats should be honoured in the most practical manner depending on the media chosen, the size and complexity of the document, the quality and source of the documents, the feasibility of the request (including the cost) and the number of documents to be converted. It should be noted that when a request for one of these formats is received and deemed feasible, staff should make every attempt to respond to the request in the most practical manner and to the satisfaction of the requestor. If it is determined that the format requested is not feasible, then other alternative methods of providing the information should be explored that will still meet the needs of the requestor (e.g. Audio CD or explaining the information verbally, etc.).

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- (a) Staff member receives request from member of the public for alternative format.
- (b) Employee fills out alternative format request form.
- (c) Forwards request onto the responsible manager.
- (d) The responsible manager will determine feasibility.
- (e) If feasible, proceeds with alternative format request.
- (f) If not feasible, contact individual with feasible solution.

(ii) American Sign Language (ASL) Interpreter Request:

- (a) Employee receives request from public for an ASL Interpreter.
- (b) Employee fills out alternative format request form.
- (c) Forwards request onto the responsible manager.
- (d) The responsible department contacts Canadian Hearing Society to make request.
- (e) Once Canadian Hearing Society confirms attendance of an ASL Interpreter, the responsible department contacts individual.
- (f) If an ASL Interpreter is not available, individual will be contacted with an alternative solution.

(6) Feedback Process

To submit a suggestion:

Should a member of the public wish to provide the Township of East Luther Grand Valley with a suggestion on how to improve our service:

- (a) Member of the public will inform staff member of suggestion.
- (b) Staff member will assist member of the public in filling out the suggestion form, should they require assistance.
- (c) Member of the public will be notified in a timely manner of how the Township of East Luther Grand Valley will proceed with their suggestion.
- (d) Staff response should include: an explanation of how we will implement the suggestion, a response indicating further investigation or an explanation why we are unable to implement the suggestion.

To submit a complaint:

Should a member of the public wish to make a complaint regarding the service they have received:

- (a) The member of the public with the complaint or concern should have a discussion with the staff person at the Township of East Luther Grand Valley who is involved in the situation.
- (b) Should the discussion not resolve the complaint or the member of the public is uncomfortable discussing the issue with the staff person, the member of the public should fill out a complaint form. A staff person will assist the member of the public with the complaint form in a manner that takes into consideration their disability.
- (c) The information to be provided by the member of the public should include their personal contact information, the date, a description of the complaint, and what the member of the public requests to resolve the complaint. This information should be documented on the complaint form.

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- (d) The complaint should be forwarded to the manager of the department responsible, the department head and the Clerk.
- (e) The department head will attempt to resolve the complaint in a timely manner, and advise the Clerk in writing of the action taken.
- (f) The member of the public will be contacted once a resolution has been reached.

All complaints and suggestions should be recorded on the appropriate form, and forwarded to the responsible manager, department head and the Clerks' Department.

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(7) Training

The Township of East Luther Grand Valley shall ensure that the following persons receive training about the provision of its goods or services to persons with disabilities:

- (a) Every person who deals with members of the public or other third parties on behalf of the Township, whether the person does so as an employee, agent, volunteer or otherwise.
- (b) Every person who participates in developing the Township's policies, practices and procedures governing the provision of goods or services to members of the public or other third parties.

The training will include a review of the purposes of the Act and the requirements of this policy and instruction about the following matters:

- (a) How to interact and communicate with persons with various types of disability, as outline in this policy and procedures.
- (b) 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, as outlined in this policy and procedures.
- (c) How to use equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods or services to a person with a disability.
- (d) What to do if a person with a particular type of disability is having difficulty accessing the provider's goods or services.

The Township of East Luther Grand Valley will log and retain records which will document the details of the training provided, as well as the name of the person, location, and date the training was completed.

The Township of East Luther Grand Valley will customize the training going forward. Changes to the training will be made based on the actual experiences and usage of persons with disabilities in Township of East Luther Grand Valley owned or operated facilities, any amendments to policies, procedures and practices governing the provision of goods and services to persons with disabilities, as well as instruction required in any newly acquired on site assistive devices.

Contact Information

For more information about this policy, or questions related to accessibility at the Township of East Luther Grand Valley, please contact us:

Township of East Luther Grand Valley
P.O. Box 249
5 Main Street North
Grand Valley, ON
L0N 1G0

(519) 928-5652

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Links Available as of June 19, 2009

Customer Service Standard, Ontario Regulation 429/07:

http://www.e-laws.gov.on.ca/html/source/regs/english/2007/elaws_src_regs_r07429_e.htm

Accessibility for Ontarians with Disabilities Act, 2005:

http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_05a11_e.htm

Ministry of Community and Social Services:

<http://www.mcscs.gov.on.ca/mcss/english/pillars/accessibilityOntario>

Access ON:

www.accesson.ca