

STATEMENT OF POLICY

APPLICATION: This Policy applies to any individual currently employed by the Municipality, including those employed on a personal services agreement, volunteer and student

PURPOSE:

To fulfil the requirements set out in Ontario Regulation 429/07 of the Accessibility for Ontarians with Disabilities Act, 2005 (ODA) and establish guidelines for the Township of Terrace Bay for governing the provision of its goods and services to persons with disabilities.

SCOPE:

Any individual currently employed by the Municipality, including those employed on a personal services agreement, volunteer and student who interacts with the public on behalf of the Township, or who is involved in developing policies, practices and procedures for the provision of the Municipality's goods or services.

POLICY STATEMENT

The Township strives to provide services to all residents and visitors, including those with disabilities. Through our Accessible Customer Service Standard Policy, the Municipality will make reasonable efforts to ensure the following:

- Goods and services will be provided in a manner that respects the dignity and independence of persons with disabilities;
- The provision of goods and services to persons with disabilities and others that will be integrated unless an alternate measure is necessary. Whether temporary or permanent, these measures should enable a person with a disability to obtain, use or benefit from the goods and services;
- Persons with disabilities will be given an opportunity equal to that given to others to obtain, use or benefit from the goods and services; and
- Persons with disabilities may use assistive devices and/or support persons in the access of goods and services.

Guide Dogs and Service Animals

If a person with a disability is accompanied by a guide dog or other 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, 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.

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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.

One Person - One Fare Policy

Persons with cognitive, visual or physical disabilities that create a barrier to independent use of municipal facilities, programmes and events shall provide a letter to the Chief Administrative Officer to advise that he/she requires a support person. The policy of "one person - one fare" shall be adhered to, i.e. a person attending a municipal recreation facility, programme or event and who is accompanied by a support person, shall be charged only one fare or admission. The fare shall be based on the category of the person with the disability, i.e. adult, student, child or senior.

Temporary 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 the Township's goods or services, the Township will give notice of the disruption to the public. The notice shall contain information about the nature of the disruption, the facility affected, and the date and expected length of the disruption. Notice may be provided in any of the following formats:

- Posted notices at the affected facility, Municipal Office, Community Centre or Cultural Centre, and on the Township's website;
- Announcements through the local media (e.g. Terrace Bay/Schreiber News, CFNO);
- Announcements on the Township's voicemail system; and/or
- Phoning persons with a disability, known to use the facility or service, that are likely to be affected.

In the case of a planned disruption, the manager of the affected department will ensure that a minimum of one (1) week's notice is provided. In the case of an unplanned disruption, the manager will notify the public within twenty-four (24) hours. It is the discretion of the affected manager to utilize whatever means available that are deemed most effective and appropriate based on the situation.

In the case of a planned disruption that occurs after hours that is brought to the attention of on-call personnel, he/she will contact the affected manager to handle the situation. If the affected manager cannot be contacted in a timely manner, the on-call person will, in

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consultation with the C.A.O., be responsible to ensure that the notice provisions of this policy are carried out.

Feedback Process

The Township of Terrace Bay welcomes feedback and input from the public and patrons of our facilities on ways we can improve accessibility and barrier-free access. There are a number of ways to provide comments.

- In writing, by mail, fax, e-mail, via the website, or in person at the Township Office; and/or
- Verbally in person or by calling a staff member at the Township office.

All comments received will be forwarded to the Accessibility Working Group for review and comment. The Working Group will assign one of its members or request that the manager of the affected department follow up with the person who submitted the comment to either obtain more information or advise on the status of the suggestion.

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.

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 third parties and those involved in developing customer service policies, practices and procedures, have received training on Accessible Customer Service in January, 2010. Persons that become affiliated with the Township after January 31, 2010, who require training will receive the training within the first three (3) months of their affiliation. The Township will also provide on-going training with respect to changes in its policies, practices, and procedures to those individuals who require such training as soon as practicable. The Township will keep records of the training provided.

Accessible Customer Service training is made up of two (2) training components:

- Brochures - Accessible Customer Service Brochure, Ministry of Community and Social Services (MCSS) Customer Service Standard Brochure;
- Serve-Ability - on-line course offered by Confederation College.

There are two levels of training to be delivered:

- Level 1 (brochures, Serve-Ability) - for policy and decision makers (e.g., Management Team, Council) and all Municipal Staff.
- Level 2 (brochures) - for volunteers/contractors (e.g. Board/commission members)

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The Chief Administrative Officer will determine the appropriate level of training. It is the responsibility of the affected manager to ensure that the C.A.O. is notified of any staff, volunteers or contractors affiliated with his/her department. In the case of volunteer groups or contractors, a representative of the organization will be given the training (not every member of the organization).

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