



Township of Drummond/North Elmsley
CUSTOMER SERVICE PROCEDURES
For the Customer Service Policy
Accessibility for Ontarians with Disabilities Act, 2005

1.0 PURPOSE:

This document provides the practices procedures and forms required to implement Accessible Customer Service and to meet the requirements of the Integrated Accessibility Standards, O. Reg. 191/11 under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

2.0 SCOPE:

The Council of the Corporation of the Township of Drummond/North Elmsley adopted the Accessibility Customer Service Standards Policy in 2016 by By-law 2016-053.

Under this policy all members of Council, Township employees, including full-time, part-time, and temporary employees, summer students and co-op placements, volunteers and persons acting on behalf of the Township (e.g. third parties, consultants, and contractors) shall follow the procedures contained in this document or any other action required by law.

3.0 DEFINITIONS:

Alternative Service means a service generally intended to be temporary that approaches the desired result until such time as the barrier is removed or an equivalent service is put in place;

Assistive Device means an auxiliary aid such as communication aids, cognition aids, personal mobility aids and medical aids (i.e. canes, crutches, wheelchairs or hearing aids);

Contractor means a company or person with a formal or informal contract to do a specific job on behalf of Township;

Customer means any person who receives or seeks to receive goods or services from a person or organization in the private, public and non-governmental sector. Customer includes persons who involuntarily receive goods or services imposed by an external authority;

Disability means the same as the definition of disability found in the Ontario Human Rights Code;

Equivalent means having similar effects or identical effects;

AODA means Accessibility for Ontarians with Disabilities Act, 2005 as amended.

Service Animal means an animal trained to do work or perform tasks for the benefit of a person with a disability as defined in Ontario Regulation 429/07;

Support Person means any person whether a paid professional, volunteer, family member or friend who accompanies a person with a disability in order to help with communications, personal care or medical needs or with access to goods or services.

PROCEDURES:

1.0 COMMUNICATION

The Township shall:

- 1.1 Communicate with people with disabilities in ways that take into account their disability;
- 1.2 Train staff who communicate with customers on how to interact and communicate with people with various types of disabilities;
- 1.3 Provide accessible notifications to all of our customers in the following formats upon request: email, large print, Braille, hard copy;
- 1.4 Answer any questions customers may have about the content of the communication in person, by telephone, e-mail or in writing.

2.0 TELEPHONE SERVICES

The Township shall:

- 2.1 Provide accessible telephone service to our customers;

- 2.2 Train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly;
- 2.3 Offer to communicate with customers by email, in writing, in person, or by relay service if telephone communication is not suitable to their communication needs or is not available.

3.0 ASSISTIVE DEVICES

The Township hall:

- 3.1 Ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services; and
- 3.2 That appropriate staff know how to use the assistive devices available on Township premises for customers:

4.0 USE OF SERVICE ANIMALS & SUPPORT PERSONS

- 4.1 Service Animals - When 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.

Should the service animal or guide dog be 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.

- 4.2 Support Person - When 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. Where the Township requires a person with disabilities to be accompanied by a support person, all fees for the support person will be waived if applicable.

5.0 NOTICE OF TEMPORARY DISRUPTION

- 5.1** The Township will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities.
- 5.2** This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.
- 5.3** The notice will be placed at all public entrances and service counters on our premises, and where appropriate, on the Township's website: www.dnetownship.ca.
- 5.4** If the disruption is anticipated, the Township will provide a reasonable amount of advance notice of the disruption. If the disruption is unexpected, notice will be provided as soon as possible

6.0 TRAINING

- 6.1** Training will be provided to all members of our organization on accessible customer service and how to interact with people with different disabilities.
- 6.2** Staff will be trained on an ongoing basis when changes are made to the policies, practices and procedures.
- 6.3** Records of the training provided will be kept including date of training and the names of those who received training.
- 6.4** For every new hire, training will be provided within 6 months after a staff person commences their duties.
- 6.5** Training will include the following:
 - The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of Integrated Accessibility Standards Regulations
 - Information on Township policies, practices and procedures dealing with the AODA;

- How to provide goods and services in a manner that respects the dignity and independence of persons with disabilities;
- How to interact and communicate with persons in a manner that takes into account their disabilities;
- The process for people to provide feedback to the Township about its provision of goods and services to persons with disabilities, and how the Township responds to the feedback and takes action on any complaint;
- How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog, service animal or a support person to access goods and services;
- How to use equipment or devices available on Township premises or provided by the Township that may help with the provision of goods and services;
- What to do if a person with a disability is having difficulty accessing the Township's goods and services.
- At the end of the training, a test will be administered to determine competency.

7.0 FEEDBACK PROCESS:

To assist the Township in ensuring that the delivery of goods and services to those with disabilities is provided in an effective and timely manner, the customer is invited to provide their feedback as follows:

In writing, in person, e-mail or telephone, addressed to:

Cathy Ryder, Deputy Clerk
 Township of Drummond/North Elmsley
 RR 5
 310 Port Elmsley Road
 Perth ON K7H 3C7

Phone: 613-267-6565 ext 251
 Fax: 613-267-2083
 Email: cryder@dnetownship.ca

The Deputy Clerk will respond either in writing, in person, e-mail or telephone acknowledging receipt of feedback and will set out the action to be taken in response to any complaints. A response will be provided within twenty one days.

Information about the feedback process will be posted at each Township facility and on the website www.dnetownship.ca

8.0 MODIFICATIONS TO THIS OR OTHER PROCEDURES

The Township is committed to developing customer service practices and procedures that respect and promote the dignity and independence of people with disabilities. Therefore, changes may be made from time to time to the procedures resulting from the feedback received and improvements to customer service for people with disabilities.

Any Township practice or procedure that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

9.0 SCHEDULES:

- Customer Feedback Form
- Record of Customer Feedback
- Training Record
- Notice - Planned Service Disruption
- Notice - Unexpected Service Disruption

10.0 REFERENCES:

- Township's Integrated Accessibility Standards Policy
- Ontario Human Rights Code
- Accessibility for Ontarians with Disabilities Act, 2005
- Township's Accessibility Plan 2014-2019

Township of Drummond/North Elmsley
ACCESSIBLE CUSTOMER FEEDBACK FORM
Accessibility for Ontarians with Disabilities Act, 2005

Thank you for visiting the Township of Drummond/North Elmsley. We value all of our customers and strive to meet everyone's needs.

Please tell us the date and time of your visit: _____ at _____.

Staff Person or Position: _____

Location: _____ Department: _____

Did we respond to your accessible customer service needs today?

YES SOMEWHAT NO (please explain below)

Was our customer service provided to you in an accessible manner?

YES SOMEWHAT NO (please explain below)

Did you have any problems accessing our goods and services?)

YES SOMEWHAT NO (please explain below)

Please add any other suggestions/comments you may have:

Please check the box if you would like to receive a response to your feedback.

Request for Accessible format: No Yes (please identify preferred format)

Contact information:

Name: _____ Phone: _____

Address: _____

Township of Drummond/North Elmsley
RECORD OF CUSTOMER FEEDBACK

Date feedback received: _____

Name of customer _____

Contact information _____

Details:	Remedial Measures:	Staff Member:	Follow-up:	Due by:

Authorization

Date

Township of Drummond/North Elmsley
**RECORD OF ACCESSIBLE
CUSTOMER SERVICE TRAINING**

Name of Employee	Date of Training

Supervisor: _____

Date: _____

Township of Drummond/North Elmsley
SCHEDULED SERVICE DISRUPTION NOTICE

There will be a scheduled service disruption at the _____.

The disruptions will be from _____ until _____.

These disruptions include:

On behalf of the Township of Drummond/North Elmsley we would like to thank you for your patience in this matter.

Should you have any further questions, please contact:

Cathy Ryder, Deputy Clerk
Township of Drummond/North Elmsley
RR 5
310 Port Elmsley Road
Perth ON K7H 3C7

Phone: 613-267-6565 ext 251
Fax: 613-267-2083
Email: cryder@dnetownship.ca

Township of Drummond/North Elmsley
UNSCHEDULED SERVICE DISRUPTION NOTICE

There has been an unexpected service disruption(s) at the _____.

The estimated time of the service disruption(s) are from _____ until _____.

These disruption(s) include:

On behalf of the Township of Drummond/North Elmsley, we would like to thank you for your patience in this matter.

Should you have any further questions, please contact:

Cathy Ryder, Deputy Clerk
Township of Drummond/North Elmsley
RR 5
310 Port Elmsley Road
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Phone: 613-267-6565 ext 251
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