

## **Town of Espanola Accessible Customer Service Policy**

### **Purpose:**

The purpose of this Policy is to establish guidelines on providing goods and services to persons with disabilities.

The Corporation of the Town of Espanola (hereinafter referred to as the "Municipality") is committed to providing consistent customer service to persons with disabilities by putting into practice these four key principles:

- Dignity
- Independence
- Integration
- Equal Opportunity

### **Prescribing Legislation**

This Policy has been prepared pursuant to requirements and information provided in the Ontario Regulation 429/07 made under the Accessibility for Ontarians with Disabilities Act, 2005.

### **Glossary**

- "guide dog" means a guide dog as defined in section 1 of the Blind Persons Rights' Act
- "service animal" means a service animal for a person with a disability
- "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.
- a dog or 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 reasons relating to his or her disability; or
  - (ii) if the person provides a letter from a regulated authorized health professional confirming that the person requires the animal for reasons relating to the disability.

## **POLICY:**

### **1.0 Assistive Devices**

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities.

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

In the event that a person with a disability is hindered from accessing any goods or services, staff will seek to accommodate the person by offering the use of another assisted device that is available.

### **1.2 Use of Service Animal**

The Municipality is committed to welcoming visiting persons with disabilities who are accompanied by a service animal on the parts of its premises that are open to the public and other third parties.

- (a) If a visiting person with a disability is accompanied by a guide dog or other service animal, the Municipality 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 Municipality shall ensure that other measures are available to enable the person with a disability to obtain, use or benefit from the Municipality's goods or services by bringing goods or services to the person in a part of the premises where the animal is not restricted, offering assistance to the person with a disability if they are separated from the service animal.
- (c) The Municipality shall ensure that all staff, volunteers and other persons dealing with the public are properly trained in how to interact with visiting persons with disabilities who are accompanied by a service animal.
- (d) If it is not readily apparent that the animal is used by the visiting person for reasons relating to his or her disability, the Municipality has the right to request a letter from a regulated authorized health professional confirming that the person requires the animal for reasons relating to the disability.
- (e) A visiting person with a disability who is accompanied by a service animal must maintain care and control of that animal at all times.

### **1.3 Use of Support Person**

The Municipality is committed to welcoming visiting persons with disabilities who are accompanied by a support person. A support person is necessary to protect the health and safety of the person with a disability as well as the health and safety of others on the premises. If a support person is required, the Municipality will waive any fees or fares (if applicable) for the support person.

### **1.4 Notice of Temporary Disruption**

The Municipality is committed to establishing, implementing and maintaining a process to provide notice of service disruptions.

- (a) If, in order to obtain, use or benefit from the Municipality's goods or services, persons with disabilities usually use particular facilities or services of the Municipality and if there is a temporary disruption in those facilities or services in whole or in part, the Municipality shall give notice of the disruption to the public.
- (b) Notice of the disruption must include the following information:
  - the reason for the disruption
  - the anticipated duration
  - a description of what alternative facilities or services are available, if any.
- (c) Notice shall be given on the approved Notice of Disruption Form by posting the information at a conspicuous place at the location of the disruption which may include any or all entrances and by posting it on the Municipality's website or by such other method as is reasonable in the circumstances.

\* A sample Notice of Temporary Disruption Form is attached hereto as Schedule "A" to this Policy.

### **1.5 Training**

The Municipality is committed to establishing, implementing and maintaining a program for training staff on how to provide customer service to persons with disabilities.

- (a) The Municipality 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 Municipality, whether the person does so as an employee, agent, volunteer or otherwise.

- (ii) Every person who participates in developing the Municipality'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 Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of this Regulation and instruction about the following matters:
  - (i) How to interact and communicate with persons with various types of disability.
  - (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 Municipality's premises or otherwise provided by the Municipality, where the person interacts with the public, 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 Municipality's goods or services.
  - (v) The Municipality's customer service policies, practices and procedures governing the provision of goods or services to persons with disabilities.
- (c) The training shall be provided to each person as soon as practicable after he or she is assigned the applicable duties.
- (d) The training shall also be provided on an ongoing basis in connection with changes to the policies, practices and procedures governing the provision of goods or services to persons with disabilities.
- (e) The training content may vary depending on who is receiving the training and the nature of the services provided and depending on the individual Departmental requirements.
- (f) Training format may include:
  - a Three-Hour Session
  - a One-Hour Session
  - an eLearning Session with Questionnaire
  - a Self-Training Manual with Questionnaire
  - other format as required

- (g) The training provided to staff who deal with the public on a regular basis shall be more focused on person-to-person interaction than the training provided to staff who have less contact with customers. The Trainer, in collaboration with Department Managers, may choose the particular content of the training and the way each of the topics described above is addressed.
- (h) Records shall be kept by the Trainer of who was trained, when they were trained and in which format the training was delivered.
- (i) The persons in the following areas shall be included in the training. Changes to the Corporate Structure and Elected Officials shall form part of this Policy.

**Elected Officials**

Mayor and Council

**Municipal Departments**

Administration – Accounting / Clerk’s Office

Building Services

Economic Development

Fire Services

Leisure Services

Library

Provincial Offences

Public Works / Parks Department

**Other**

All Council Board and Committees

Friends of the Library

- (j) The Municipality shall include, in all its contracted services Agreements, a clause requiring the contractor to meet the requirements under this legislation.

\* A sample clause for Contracted Services is attached hereto as Schedule "C" to this Policy.

- (k) The Trainer shall keep Municipal Council, Municipal Departments, Committees and other related organizations informed of ongoing training opportunities and changes to the policies, practices and procedures governing the provision of goods or services to persons with disabilities.

**Training Session Attendance**

- (a) *In the event a trainee does not make him or herself available to attend a training session, upon the discretion of the clerk the trainee may be directed to participate in the online training. All costs associated will be*

*the responsibility of the trainee. Failure to do so may result in disciplinary actions as determined by the Clerk Treasurer/Administrator.*

## **1.6 Feedback Process**

The Municipality is committed to establishing, implementing and maintaining a process for receiving and responding to feedback about how to provide goods or services to persons with disabilities.

- (a) The Municipality has established 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 shall permit persons to provide feedback in person, by telephone, in writing, or by delivering an electronic text by email or online, on disk or otherwise.
- (c) The feedback process shall include the following:
  - (i) The opportunity for the public to provide feedback in person, by telephone, in writing, or by delivering an electronic text by email or online, on disk or otherwise.
  - (ii) The opportunity to provide as much information as possible when providing feedback so that the event can be readily identified by the Supervisor and/or Manager responsible for where the event took place. This information may include dates, times, names, contact information, a description of the event, etc.
  - (iii) Feedback may be received by any person who deals with members of the public or other third parties on behalf of the Municipality, whether the person does so as an employee, agent, volunteer or otherwise and any person who participates in developing the Municipality's policies, practices and procedures governing the provision of goods or services to members of the public or other third parties. A copy of the feedback shall be forwarded to the responsible Supervisor and /or Manager for review and to the Clerk's office for reporting purposes.
  - (iv) An answer to the feedback is not mandatory, however, depending on the situation, the Supervisor and/or Manager responsible for where the event took place may deem it appropriate to respond to the customer. Should an answer be deemed appropriate and should the customer have chosen to supply his or her contact information, the customer may expect the said answer within 15 business days.

\* A sample Feedback Form is attached hereto as Schedule "B" to this Policy.

## **1.7 Availability of Documents**

The Municipality is committed to raising awareness towards accessibility and to breaking down barriers for persons with disabilities in order for them to have the same kind of opportunities as everyone else.

This Policy regarding Accessible Customer Service shall be displayed at the Municipal Office, the Espanola Public Library, the Regional Recreation Complex and on the Municipal website and shall be made available to anyone upon request.

Questions or concerns regarding this policy and its implications should be addressed to the Clerk's Office.

## **1.8 Alternate Formats**

The Municipality is committed to providing individual accommodation to its customers where appropriate by creating its own alternate formats of printed materials. Upon request, alternate formats shall be provided in a manner in which is to be agreed upon by the requester and the Municipality. Staff should contact the Trainer for assistance if required.

## **Attachments**

Schedule "A"	Sample of Notice of Disruption Form
Schedule "B"	Sample of Feedback Form
Schedule "C"	Sample clause for Contracted Services



Schedule "A"

# NOTICE OF DISRUPTION FORM

This document is available in an alternative format upon request

**Date:** \_\_\_\_\_

**Type of Disruption:** \_\_\_\_\_  
\_\_\_\_\_

**Reason for Disruption:** \_\_\_\_\_  
\_\_\_\_\_

**Anticipated Date of Termination Disruption:** \_\_\_\_\_

**Alternative Facilities of Services:** \_\_\_\_\_  
\_\_\_\_\_

**Municipal Contact Person:** Joel MacKenzie, Clerk Treasurer/Administrator  
100 Tudhope Street, Ste 2 · Espanola, ON P5E 1S6  
P (705) 869-1540 · F (705) 869-0083  
town@town.espanola.on.ca





Schedule "B"

# ACCESSIBILITY FEEDBACK FORM

This document is available in an alternative format upon request

Thank you for visiting the Town of Espanola. We value all our citizens and customers and strive to meet everyone's needs.

Please tell us about your visit:

Date and Time: \_\_\_\_\_ Location: \_\_\_\_\_

Did we meet your customer service needs on this visit?

- Yes       Somewhat       No

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

- Yes       Somewhat       No

Did you have any problems accessing our goods and/or services?

- Yes       Somewhat       No

Please add any other comments you may have:

Form No. C99-01574

Policy No. C12-01572

Providing your contact information is optional.

Name: \_\_\_\_\_

Name of  
Organization: \_\_\_\_\_

Mailing Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Home Phone: \_\_\_\_\_

Work Phone \_\_\_\_\_

Email Address: \_\_\_\_\_

This information is collected by the Corporation of the Town of Espanola under the Freedom of Information and Protection of Privacy Act R.S.O. 1990, c. F. 31, s. 39 (2) for the purposes of improving accessible customer service. Questions about the collection of this information can be addressed to the Clerk Treasurer/Administrator:

Cynthia Townsend, Clerk Treasurer/Administrator  
100 Tudhope Street, Ste 2 · Espanola, ON P5E 1S6  
P (705) 869-1540 · F (705) 869-0083  
Email: town@espanola.ca

**For Office Use Only:**

Date Feedback was received:
Date Forwarded:
Responsible Department:
Contact Person(s):
Follow-up actions:

Schedule "C"

# **ACCESSIBILITY REGULATIONS FOR CONTRACTED SERVICES**

This document is available in an alternative format upon request

In accordance with Ontario Regulation 429/07, Accessibility Standards for Customer Service Section 6, every provider of goods and services shall ensure that every person who deals with members of the public or participates in the developing of the service providers policies, practices and procedures governing the provision of goods and services to members of the public, shall be trained on the following:

1. How to interact and communicate with persons with various types of disability.
2. How to interact with persons with disabilities who use assistive devices or require the assistance of a guide animal, or a support person.
3. How to use equipment that is available on the premises that may help in the provision of goods or services.
4. What to do if a person with a particular type of disability is having difficulty accessing the provider's goods or services.
5. Information on the policies, practices and procedures governing the provision of goods and services to people with disabilities.

Contracted employees, third party employees, agents and others that provide customer service on behalf of The Corporation of the Town of Espanola must meet the requirements of Ontario Regulation 429/07 with respect to training.

A document describing the training policy, a summary of the contents of the training and details of training dates and attendees must be submitted to The Corporation of the Town of Espanola upon request.

For more information regarding the content of this document, please contact:

Cynthia Townsend, Clerk Treasurer/Administrator  
100 Tudhope Street, Suite 2 · Espanola, ON P5E 1S6  
P (705) 869-1540 · F (705) 869-0083  
Email: [town@espanola.ca](mailto:town@espanola.ca)  
Form No. C99-01575

Policy No. C12-01572

# Request for Document in Alternate Format

The Town of Espanola is committed to providing information in the format that meets your needs. If you need information in an alternate format, please use this form and let us know what format will work for you. Alternatively, call 705-869-1540 to make your request by phone.

**Name:**

**Address:**

**Telephone Number:**

**Email Address:**

**Name of Document Required:**


**Format requested:**

**Large Font**

**Braille**

**Audio**

**Text**

**Colour contrast required** \_\_\_\_\_

**Other (please specify)** \_\_\_\_\_

**Return form to:**

Cynthia Townsend, Clerk Treasurer/Administrator  
100 Tudhope Street, Suite 2  
Espanola, ON P5E 1S6  
P (705) 869-1540 · F (705) 869-0083  
Email: town@espanola.ca