



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Accessible Customer Service	Policy Number:	1.5 (a) (Please see Accessibility Section 6)
Effective Date:	August 15, 2021	Revision Number: Replaces:	2 A8 January 1, 2010
Prepared By:	Human Resources	Approved By:	CAO

1.5.1 (a) Policy Statement

The Township of Douro-Dummer recognizes that persons with disabilities should be provided with an equal opportunity to access goods and information in a manner consistent with the principles of independence, dignity, integration and equality as stated in the regulations of the *Accessibility for Ontarians with Disabilities Act (AODA), 2005*.

The Township is also committed to meeting its current and ongoing obligations under the Ontario Human Rights Code (OHRC) respecting non-discrimination. We understand that obligations under AODA and its accessibility standards do not substitute or limit its obligations under the OHRC or obligations to people with disabilities under any other law.

1.5.2 (a) Implementation

Adopting an Accessibility Plan for all Township facilities aligns with the Township's goals to improve our residents' quality of life and its goal of organizational excellence. The Accessibility Plan will be reviewed on at least once every five years. The Township will provide a copy of the Accessibility Plan in an accessible format upon request.

1.5.3 (a) Purpose

The *Accessibility for Ontarians with Disabilities Act (AODA), 2005* provides for the establishment of accessibility standards. Accordingly, Ontario Regulation 429/07, Accessible Standards for Customer Service, was enacted. Under this Regulation municipalities must establish policies, procedures and practices governing the provision of its goods or services to persons with disabilities. In addition, the Township must use all reasonable efforts to ensure that its policies, procedures and practices provide accessible customer service to people with various kinds of disabilities and that the core



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principles of independence, dignity, integration and equal opportunity, as defined herein, are respected.

The purpose of this policy is to fulfill certain requirements as set out in Ontario Regulation 429/07 made under the AODA and other relevant sections of that Act as well as the Ontarians with Disabilities Act, 2001.

In support of this policy, corresponding Procedures and Practices are set out in Section 6. These procedures may be amended from time to time.

1.5.4 (a) Administration

Procedures and Practices may be amended or added to the Customer Service Accessibility Policy as necessary and appropriate in order to ensure that it is current and applicable. Such amendments or additions shall be approved by Resolution of Council and be coordinated with, and form part of this Policy.

1.5.5 (a) Scope

This policy applies to the provision of goods and services at premises leased, owned and operated by the Township of Douro-Dummer.

This policy applies to all employees, agents and/or contractors who deal with the public or other third parties that act on behalf of the Township, including when the provision of goods and services occurs off the premises of the Township, such as in the case of: vendors, drivers, and third-party agencies.



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The sections of this policy that address the use of guide dogs, service animals and service dogs only apply to the provision of goods and services that take place at premises owned and operated by the Township.

This policy shall also apply to all persons who participate in the development of the Township's policies, practices and procedures governing the provision of goods and services to members of the public or third parties.

1.5.6 (a) Establishment of Policies, Practices and Procedures

The Township of Douro-Dummer shall use reasonable efforts to ensure that its policies, procedures and practices are consistent with the following principles:

- (a) The goods or services must be provided in a manner that respects the dignity and independence of persons with disabilities.
- (b) The provision of goods or services to persons with disabilities and others must be integrated unless an alternate 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 or services.
- (c) Persons with a disability must be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services. Township employees, when communicating with a person with a disability shall do so in a manner that accommodates the person's disability.

1.5.7 (a) Assistive Devices

The Township of Douro-Dummer permits persons with a disability to use and keep with them their



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own personal assistive devices to obtain, use or benefit from the goods or services offered by the Township. Employees will be trained and knowledgeable of the presence and use of Township-owned assistive devices within their working department. Employees will be available to assist with the assistive devices if requested for use by an individual.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities. For example, open flames and oxygen tanks cannot be near one another. Therefore, the accommodation of a customer with an oxygen tank may involve ensuring the person is in a location that would be considered safe for both the members of the public, or other stakeholders.

1.5.8 (a) Service Animals

The Township allows a person with a disability to be accompanied by a guide dog or other service animal onto all facilities that are owned and operated by the Township for public use and will ensure that the person is permitted to keep the animal with him or her unless the animal is otherwise excluded by law. "No pet" policies do not apply to guide dogs, service animals and/or service dogs.

If the service animal is excluded by law from the facility, the Township will make every effort to ensure that other measures are available to enable the person with a disability to obtain, use or benefit from the Township's goods and services.

If it is not readily apparent that the animal is being used by the members of the Public, or other Stakeholders for reasons relating to his or her disability, the Township may request verification.



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Verification may include:

- a letter from a physician or nurse confirming that the person requires the animal for reasons related to the disability;
- a valid identification card signed by the Attorney General of Canada; or,
- a certificate of training from a recognized guide dog or service animal training school.

If a health and safety concern presents itself (for example in the form of a severe allergy to the animal), the Township will make all reasonable efforts to meet the needs of all individuals.

1.5.9 (a) Support Persons

The Township of Douro-Dummer shall allow persons with disabilities, who require to be accompanied by a support person, into all Township premises that are owned and operated public facilities. Both persons are permitted to enter the premises together and the person with a disability will have access to their support person.

In the event that admission fees are charged, advanced notice concerning what admission, if any, would be charged to a support person, shall be posted in a conspicuous place. Where the Township requires a person to be accompanied by a support person for reasons related to health and safety, the organization will waive any applicable admission fees. In order to determine if a Support Person is required, the Township will consult with the person with disabilities to understand their needs, consider the health and safety reasons based on available evidence, determine if there is no other reasonable way to protect the health and safety of the person or others on the premises.



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In situations where confidential information might be discussed, consent will be obtained from the member of the Public, or other Stakeholder, prior to any conversation where confidential information might be discussed.

1.5.10 (a) Communication

We will communicate with people with disabilities in a manner which takes into account their disability. We will work with the person with disabilities to determine what method of communication works for them.

1.5.11 (a) Notice of Temporary Disruption

Notice of Service Disruptions must be provided when facilities or services that people with disabilities may use to access Township goods or services are temporarily unavailable or if the goods or service are expected in the near future to be temporarily unavailable.

The Notice must include the following information (unless it is not readily available or known):

- a) The reason and information for disruption
- b) Anticipated duration
- c) Description of alternate facilities or services, if available
- d) Contact information

In the case of an unscheduled disruption, the Notice will be posted at the location of the service disruption as soon as practically possible.

In the case of a scheduled disruption, the Township will post the Notice prior to the disruption, at the



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physical location, on its website and if appropriate will advertise the disruption with local media outlets. The Notice will be posted to allow for sufficient time to inform customers.

1.5.12 (a) Notice of Availability of Documents

The Township of Douro-Dummer shall upon request give a copy of the policies, practices and procedures required under the Ontario Regulation 429/07 – Accessibility Standards for Customer Service to any person. Any applicable photocopy charges will be applied. The Township shall post on its website and at all locations where written materials are distributed, that accessible formats are available upon request from the main municipal office. We will provide these documents in an accessible format or with communication support. Please refer to procedure 6.3 Notice and Provision of Documents in Accessible Formats.

1.5.13 (a) Feedback Process

The Township shall provide members of the Public, or other Stakeholders with disabilities, with the opportunity to provide feedback on the service provided to them. Information about the feedback process will be readily available to all members of the Public and notice of the process will be made. Feedback forms along with alternate methods of providing feedback such as verbally (in person or by telephone) or written (handwritten, delivered, website or email), will be available upon request.

Members of the Public, or other Stakeholders who wish to provide feedback on the way the Township provides goods and services to people with disabilities can contact us verbally, by mail, via email or our website, or phone us. All feedback, including concerns or complaints, may be directed to:



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894 South Street, P.O. Box 92
Warsaw, ON K0L 3A0

Phone: 705-652-8392

Fax: 705-652-5044

info@dourodummer.on.ca

You can expect to hear back from the Township within ten (10) business days.

1.5.14 (a) Training

The Township of Douro-Dummer will provide training to all employees and volunteers about the provision of its goods and services to persons with disabilities. All employees, volunteers, and parties involved in developing customer service policies, practices, and procedures, will receive training in accessible customer service, Ontario accessibility standards and aspects of the OHRC that relate to persons with disabilities as soon as practicable after beginning their employment. The Township will also provide ongoing 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.

Agents hired by the Township of Douro-Dummer who deal with the public during their work will provide proof of Accessibility Awareness training (as part of their contractual agreement) prior to their work for the Township. If the agent is not required to meet the requirements of Regulation 429/07, the Township may, at its discretion, provide the necessary training. Records of all training must be sent to the appropriate department for documentation.



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Training includes:

- Purpose of Accessibility of Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standards.
- Our policies related to Customer Service Standards.
- How to interact and communicate with people with various types of disabilities.
- How to interact with people with disabilities who used who use an assistive device or require the assistance of a service animal or a support person.
- How to use the equipment or devices available on site or otherwise that may help with providing goods, services or facilities to people with disabilities.
- What to do if a person with a disability is having difficulty accessing our organization's goods, services or facilities.

Related Procedures/Resources

- 1.5 (b) Integrated Accessibility Standards Regulation
- 6.0 Accessible Customer Service Training Procedure
- 6.1 Communication Standard Procedure
- 6.2 Customer Request and Feedback Procedure
- 6.3 Notice and Provision of Documents in Accessible Formats Procedure
- 6.4 Notice of Temporary Disruptions Procedure
- 6.5 Service Animals Procedure
- 6.6 Support Persons Procedure
- 6.7 Assistive Devices Procedure
- 6.8 Availability of Accessible Customer Service Documents Procedure
- 6.9 Resources



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Appendices

- 6.0 Training Attendance Log

- 6.2 (a) Customer Feedback Form
- 6.2 (b) Record of Customer Feedback Form
- 6.4 (a) Scheduled Service Disruption
- 6.4 (b) Unscheduled Service Disruption
- 6.6 Notice of Admission Fees
- 6.9 Accessible Information Request Form



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Accessible Customer Service Plan Providing Goods and Services to People with Disabilities

The Township of Douro-Dummer is committed to excellence in serving all customers including people with disabilities.

Assistive devices

We will ensure that our ~~staff members~~ employees and volunteers are trained and familiar with various assistive devices we have on site or that we provide which may be used by customers with disabilities while accessing our goods or services.

Communication

We will communicate with people with disabilities in ways that take into account their disability.

Service animals

We welcome people with disabilities and their service animals. Service animals are allowed in the areas of our premises that are open to the public.

Support persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them while on our premises.

We will notify customers of this through a notice posted on our premises and website.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for residents and visitors with disabilities, we will notify the public promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

The notice will be placed on the Municipal office entrance door at 894 South Street.

Training

We will provide training to employees who deal with the public or other third parties on our behalf. Every individual in the Township will be trained including Management.



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Training will be provided to employees within the first three months of hire. Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- The Township plan related to the Customer Service Standard
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- How to use the elevator and any other assistive devices available on-site
- What to do if a person with a disability is having difficulty accessing Township services or facilities.

** Employees will also be trained when/if changes are made to the plan.

Feedback process

Residents or other members of the public who wish to provide feedback on the way we provide services to people with disabilities are welcome to contact us and can expect to receive a response within ten (10) business days.

All feedback, including concerns or complaints, may be directed to our Municipal Office:

**894 South Street, P.O. Box 92
Warsaw, ON K0L 3A0**

**Phone Number: (705) 652-8392
Toll Free Number: 1-800-899-8785
Fax Number: (705) 652-5044**

Modifications to this or other policies

Any policy that does not respect and promote the dignity and independence of people with disabilities will be modified or removed to ensure our commitment to these principles and to our residents, customers, visitors, and stakeholders.

This document is available in an alternate format on request.