



Accessibility Standards for Customer Service

Revised: fall 2019

POLICY STATEMENT

In providing good accessible customer service the City of Elliot Lake shall exercise all available resources and efforts to ensure that policies, practices, and procedures are consistent with the following principles:

1. Goods and services will be provided in a manner that respects the dignity and independence of persons with disabilities.
2. The provision of goods or services to persons with disabilities, and others, will 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.
3. Persons with disabilities will be given an opportunity equal to that given to others to obtain, use, and benefit from the goods or services.
4. Persons with disabilities may use assistive devices and/or support persons in the access of goods and services.
5. That the City of Elliot Lake employees when communicating with a person with a disability shall do so in a manner that takes into account the person's disability.

APPLICATION

This policy applies to every person who deals with members of the public or other third parties on behalf of the City of Elliot Lake whether the person does so as an employee, agent, volunteer, or otherwise.

LEGISLATIVE AUTHORITY

The Integrated Accessibility Standards regulation 191/11 was created under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*. The standard sets out obligations for certain persons, businesses, and other organizations to provide goods or services in a way that is accessible to people with disabilities in Ontario.

DEFINITIONS

“Assistive devices” shall mean an auxiliary aid such as communication aids, cognition aids, personal mobility aids, and medical aids. (i.e. canes, crutches, wheelchairs, or hearing aids)

“Disabilities” shall mean the same as definition of disability found in the Ontario Human Rights Code.

“Employees” shall mean every person who deals with members of the public or other third parties on behalf of the City of Elliot Lake.

“Persons with Disabilities” shall mean those individuals that are afflicted with a disability as defined under the Ontario Human Rights Code.

“Service Animals” shall mean any animal that is of service to a person with a disability.

“Support Person” shall mean 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.

PRINCIPLES

Accessible Customer Service follows four basic principles:

1. Dignity – service is provided in a way that allows the person with a disability to maintain self-respect and the respect of other people.
2. Independence – when a person with a disability is allowed to do things on their own without unnecessary help or interference from others.
3. Integration – service is provided in a way that allows the person with a disability to benefit from the same services, in the same place, and in the same or similar way as other customers, unless an alternative measure is necessary to enable a person with a disability to access goods or services.
4. Equal Opportunity - service is provided to a person with a disability in such a way that they have an opportunity to access your goods or services equal to that given to others.

These basic principles will be taken into account when serving individuals with disabilities.

Staff will do the following:

1. Question - what can I do to help people with disabilities access our services?
2. Ask the individual how I can help?
3. When communicating with a person with a disability, do so in a manner that takes into account the person's disability.
4. Offer a variety of methods of communication.
5. Understand the nature and scope of the services you offer.

EXISTING POLICIES, PRACTICES, AND PROCEDURES

Existing policies, practices, and procedures will be reviewed and revised on an ongoing basis as gaps in policies are identified and impact the ability to provide goods or services to customer with disabilities. Feedback from customers will be used to identify policy gaps.

ASSISTIVE DEVICES

Every employee shall use reasonable efforts to allow person with disabilities to use their own assistive devices to access goods and/or services.

SERVICE ANIMALS

Service animals, such as guide dogs, offer independence and security to many people with various disabilities. If it is questionable whether an animal is a service animal, a person may be asked to provide a letter from a physician or nurse confirming that the person requires the animal for reasons related to a disability.

1. Every employee shall allow persons with disabilities to be accompanied by their guide dog or service animal unless the animal is excluded by law. Where an animal is excluded by law from the premises, the reason why the animal is excluded shall be explained and other reasonable arrangements to provide goods and services shall be explored with the assistance of the person with the disability.
2. The service animal shall be under the care and control of the person with the disability. If a service animal is unruly or disruptive, an employee may ask the person with the disability to remove the animal from the area, and other reasonable arrangements to provide goods or services shall be explored with assistance from the person with a disability.

SUPPORT PERSON(S)

Support person(s) assist people with disabilities in a variety of ways, by assisting with communications such as an intervener sign language interpreter, or as a Personal Support Worker providing physical assistance. A support person may also be a friend or relative that will assist and support the customer.

1. If a person with a disability is accompanied by a support person, the City of Elliot Lake shall ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises.
2. In the event that admission fees are charged, there will be no charge to the support person.
3. The City of Elliot Lake may require a person with a disability to be accompanied by a support person when on the 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.

SERVICE DISRUPTION – NOTICE

It is possible that from time to time there will be disruptions in service, such as an entrance way that is under repair, renovations that limit access to an area, service to an elevator, or technology that is temporarily unavailable. If disruption in service is planned, and expected, it is important to provide reasonable notice.

1. Notice of the disruption must include information about the reason of the disruption, its anticipated duration, and a description of alternative facilities.
2. Notice will be provided on the website, signs posted at appropriate site, and, if suitable, advertised in local newspaper or radio a week in advance of the disruption.

UNEXPECTED DISRUPTION IN SERVICE – NOTICE

1. In the event of an unexpected disruption in service, notice will be provided in an appropriate manner and as quickly as possible.
2. Notice will be provided on the website, signs posted at appropriate site, and if suitable advertised on the local radio station.
3. In the event of a service disruption, alternative methods of service will be considered and those impacted by service interruption shall be informed of any alternative methods.

FORMAT OF DOCUMENTS

If requested for a copy of a document in a different format than available to accommodate a person with a disability, the City of Elliot Lake will make every attempt to provide the information requested in a format that is useful to the individual.

DOCUMENTATION

1. Notice that the City of Elliot Lake has an Accessible Customer Service Standard Policy will be posted at a conspicuous place on premises operated by the City of Elliot Lake and posted on the City website.
2. A copy of the documents will be given upon request and consideration will be given to format to accommodate a person's disability.

TRAINING

Training on Accessible Customer Service Standards will be as follows:

1. Training will be given to every person who participates in developing the policy, practices, and procedures under the Ontario Regulation 429/07 – Accessibility Standards for Customer Service.
2. Training will be given to every person who deals with the public on behalf of the City of Elliot Lake including 3rd parties i.e. employees, agent volunteers, management.
3. Training will include:
 - i. A review of the purposes of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the customer service standard.
 - ii. How to interact and communicate with persons with various types of disability.
 - iii. 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.
 - iv. how to use equipment or assistive devices available on our premises, or that otherwise provide, that may help with the provision of goods or services to people with disabilities.
 - v. What to do if a person with a particular type of disability is having difficulty accessing our goods or services.
 - vi. The Accessibility Customer Service Standard Policy for the City of Elliot Lake.

4. New employees, agents, volunteers, management, etc., shall receive training as soon as “practicable”, after being assigned.
5. Ongoing training on changes to policies, procedures, and new equipment shall be provided.
6. The method and amount of training shall be geared to the trainee’s role in terms of accessibility.
7. Training records shall be kept, including the dates when the training is provided and the names of individuals to whom the training was provided.

FEEDBACK

Feedback from customers gives the City of Elliot Lake opportunity to learn and improve. The Municipality encourages individuals to make suggestions on ways to improve our services and recognize the right of customers’ to make a complaint.

1. To ensure that the delivery of goods and services to those individuals 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, telephone, or disk, (or any other agreed upon method) addressed to:

Clerk, City of Elliot Lake
Email: clerk@elliottlake.ca
Phone: 705-848-2287 x. 2103
Fax: 705-461-1277

2. The Clerk will respond either in writing, in person, e-mail, telephone, or disk, (or any other agreed upon method) acknowledging receipt of feedback and will set out the action to be taken in response to any complaints or suggestions.
3. Feedback will be encouraged by City Staff and the process for feedback will be explained to customers and posted on the City website.

Feedback will be used to assist with the revision of policies and procedures to provide accessible customer service.
