

MUNICIPALITY OF DYSART ET AL
ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005
POLICY MANUAL

Part	1	Customer Service	1.1
Section	1	Accessibility Standards for Customer Service	

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1. Purpose and Application

Under the *Accessibility for Ontarians with Disabilities Act, 2005* all municipalities must meet the requirements of accessibility standards established by regulation. This policy establishes the accessibility standards for customer service for the Municipality of Dysart et al, in accordance with Ontario Regulation 429/07.

This policy applies to all employees of the Municipality, its agents, volunteers and contracted service staff.

2. Definitions

In this policy:

“Guide Dog” means a guide dog as defined in section 1 of the *Blind Persons Rights’ Act*.

“Service Animal” means an animal is a service animal for a person with a disability,

- a) if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- b) if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the 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.

3. Policy Statement

The Municipality of Dysart et al is committed to providing an accessible service for its customers. Goods and services will be provided in a manner that respects the dignity and independence to all customers. The provision of services to persons with disabilities will be integrated wherever possible. Persons with disabilities will be given an opportunity equal to that given to others, to obtain,

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use or benefit from the goods and services provided by and on behalf of the Municipality.

4. General Policies, Practices and Procedures

4.1 Communication with Persons with Disabilities

When communicating with a person with a disability, any representative of the Municipality of Dysart et al will do so in a manner that takes into account the person's disability.

4.2 Use of Assistive Devices

The Municipality of Dysart et al is committed to serving people with disabilities who use assistive devices to obtain, use or benefit from goods and services.

A person with a disability may provide their own assistive device for the purpose of obtaining, using and benefiting from the Municipality's goods and services. If it is determined that the use of an assistive device poses a risk to the health and safety of the person with the disability or to others on the premises, the Municipality will ensure that alternate means are available to enable the person with a disability to obtain, use or benefit from the Municipality's goods and services.

4.3 Service Animals

If a person with a disability is accompanied by a guide dog or other service animal the Municipality of Dysart et al will ensure that the person will be permitted to enter the facility with the service animal as long as the animal remains within the care and control of the person with a disability and is not excluded by any other law.

The Municipality of Dysart et al reserves the right to request verification of the authenticity of the service animal and may deny the service animal access to the premises if documentation cannot be provided.

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Alternate arrangements may be made upon mutual agreement, if requested.

4.4 Support Persons

If a person with a disability is accompanied by a support person, the Municipality of Dysart et al will ensure that both parties will be permitted to enter the facility and participate in public events or individual meetings at the discretion or choice of the person with a disability.

If there are costs associated with admission to our event that are applicable to the support person, this information will be provided in advance through public notice.

4.5 Notice of Service Disruption

The Municipality of Dysart et al will make reasonable effort to provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities.

This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

When a temporary disruption occurs to the Municipality's services or facilities, the Municipality will provide notice by posting the information in visible places, or on the Municipality's website, or by any other method that may be reasonable under the circumstances, as soon as reasonably possible.

4.6 Training

The Municipality of Dysart et al will ensure that all persons to whom this policy applies receive training as required by the Accessibility Standards

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for Customer Service. The amount and format of training given will be tailored to suit each person's interactions with the public and his or her involvement in the development of policies, procedures and practices pertaining to the provision of goods and services.

The content of the training will include:

- a review of the purposes of the AODA;
- a review of the requirements of the Accessibility Standards for Customer Service (Ontario Regulation 429/07);
- instruction on the Municipality of Dysart et al's policies, procedures and practices pertaining to the provision of goods and services to persons with disabilities;
- how to interact and communicate with persons with various types of disabilities;
- what to do if a person with a particular type of disability is having difficulty accessing the Municipality's goods and services;
- how to interact with persons with disabilities who use assistive devices or who require the assistance of a support person or service animal; and
- information about the equipment or devices available on the Municipality of Dysart et al's premise that may help with the provision of goods or services to persons with disabilities.

Training will be provided as soon as practical upon an individual being assigned the applicable duties as well as on an ongoing basis as changes occur regarding the Municipality's policies, procedures and practices governing the provision of goods or services to persons with disabilities.

The Municipality will keep records of the training, including the date on which training was provided and the number of individuals to whom it is provided. The names of individuals trained will be recorded for training administration purposes, subject to the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA).

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4.7 Feedback Process

The Municipality of Dysart et al is committed to providing excellent customer service to all members of the public it serves. Feedback on our service will identify any areas that need improvement in order to fulfill this mandate.

Feedback regarding the way in which the Municipality provides goods and services to people with disabilities can be made in person, by telephone, in writing, in electronic format or through other methods of submission.

5. Document Requirements

The Municipality of Dysart et al is committed to providing people with disabilities the opportunity to access all documents required by the Accessibility for Ontarians with Disabilities Act, upon request, where reasonable, and subject to the Municipal Freedom of Information and Protection of Privacy Act.

When providing a document to a person with a disability, the Municipality will do so in a format that is useable to the person with a disability recognizing that the preparation of an alternate format may result in time delays in providing the requested information.

Notice of availability of documents will be provided on the Municipality's website and posted at the Administration Office as required.