



## SCHEDULE 'A' TO BYLAW 2018-084 - ACCESSIBLE CUSTOMER SERVICE POLICY

Municipality of Hastings Highlands- Corporate Policies and Procedures			
<b>DEPARTMENT:</b>  Administration Department			<b>POLICY #:</b>  Bylaw 2018-084
<b>POLICY:</b>  Accessible Customer Service Policy			
<b>DATE:</b>  July 18, 2018	<b>REV. DATE:</b>	<b>COVERAGE:</b> municipal staff, members of council and registered volunteers	<b>PAGE #:</b>  1-9

### POLICY STATEMENT:

The Municipality of Hastings Highlands promotes the openness, transparency and accountability of its work and business. It uses various tools to share information and is committed to communicating and engaging with residents, visitors, and stakeholders in a variety of ways that work best for all users, including social media.

### PURPOSE:

*The Accessibility for Ontarians with Disabilities Act* S.O. 2005 (AODA) purpose is to develop, implement and enforce accessibility standards in order to make Ontario barrier-free by the year 2025. Under the AODA, the accessible Standards for Customer Service (Ontario Regulation 429/07) came into force and effect on January 1, 2008.

This Policy is to provide compliance to these Standards by addressing the following:

- ✚ The provision of goods and service to persons with disabilities.
- ✚ The use of assistive devices by persons with disabilities.
- ✚ The use of service animals by persons with disabilities.
- ✚ The use of support person by persons with disabilities.
- ✚ Training
- ✚ Customer feedback regarding the provision of goods and services to persons with disabilities; and
- ✚ Notice of availability and format of documents



## SCOPE:

This policy applies to all municipal staff, members of council and registered volunteers.

## DEFINITIONS:

### Assistive Device

A technical aid, communication aid or medical device that is used to increase, maintain or improve the abilities of persons with disabilities.

### Disability

As defined by the *Accessibility for Ontarians with Disabilities Act, 2005*, and the Ontario Human Rights Code, is:

- ✚ Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- ✚ A condition of mental impairment or a developmental disability,
- ✚ A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- ✚ A mental disorder, or
- ✚ An injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*

### Service Animal

As defined in Ontario Regulation 429/07 an animal is a service animal for a person with a disability if it is readily apparent that the animal is used by the person for reasons related to their disability; or 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

As defined in Ontario Regulation 429/07 a 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.



## **POLICY & PROCEDURES**

### **1. PROVISION OF GOODS AND SERVICES**

The Municipality of Hastings Highlands shall make all reasonable efforts to ensure that goods and services are provided in a manner that respects the dignity and independence of persons with disabilities.

The Municipality of Hastings Highlands shall make this policy available to the public through the municipal website and office upon request.

### **2. USE OF ASSISTIVE DEVICES**

The Municipality of Hastings Highlands shall permit any individual with a disability to utilize and keep with them, their own personal assistive devices to obtain, use or benefit from the goods or services offered.

Appropriate staff will be trained and knowledgeable of the location and use of any assistive devices available within their work environment. Staff will be available to assist if so requested by an individual.

### **3. USE OF SERVICE ANIMALS**

Individuals with a disability may enter facilities / lands open to the public which are owned and operated by the municipality while accompanied by their service animal unless the animal is otherwise excluded by law. If a service animal is excluded by law, the municipality will provide alternative means of enabling the person with a disability to access the goods or services available.

If it is not apparent that the animal is a service animal, staff may ask for a letter from a medical professional confirming that the individual requires the animal for reasons related to their disability, or staff may ask for a certificate of training from a recognized service animal training school.

### **4. USE OF SUPPORT PERSON**

Persons with disabilities are permitted to be accompanied by their support person in all municipality owned facilities / lands which are open to the public, when accessing goods and services provided by the Municipality of Hastings Highlands. The Municipality 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.

When admission fees are charged by the Municipality of Hastings Highlands, these fees will be waived for a support person, unless advance notice of a fee is posted on the municipality website.

### **5. NOTICE OF TEMPORARY DISRUPTIONS IN SERVICE AND FACILITIES**

The Municipality of Hastings Highlands is aware that the operation of its facilities and the services it provides are important to its residents and the public as a whole. However, temporary



disruptions to services and facilities may occur that are beyond the control and/or knowledge of the Municipality.

In the event a disruption is expected, notification will be posted in a public place, prior to the disruption, and if possible the anticipated duration and any alternative service that may be offered. Notification will also be posted on the municipal website. When unexpected disruptions occur, the Municipality will post the information in a public place as well as on the municipal website, as soon as possible.

## **6. TRAINING**

The Municipality of Hastings Highlands will provide training to all employees, council members and volunteers providing service on the Municipalities behalf. Training will be provided as soon as practicable after commencement of duties.

Training will include the following:

- 6.1 Review the purpose of the AODA and requirement of the Customer Service Standard
- 6.2 Direction on how to interact with individuals with various types of disabilities
- 6.3 Direction on interacting with individuals with disabilities who require the assistance of a service animals or a support person or use an assistive device
- 6.4 Instruction on how to use any equipment or devices available at the employee's premise of employment that may help with the provision of goods and / or service
- 6.5 Instruction on the procedure if an individual is unable to access municipality goods or services.
- 6.6 Review of the Municipality of Hastings Highlands Multi-Year Accessibility Plan.

Records will be kept of all customer service training, which is to include the date of the training session and attendance record.

Staff will receive on-going training when changes are made to these policies, practices or procedures.

## **7. FEEDBACK PROCESSES**

A feedback form shall be available to allow members of the public to comment on the provision of goods and services to persons with disabilities. This form shall be available at the municipal office and on the website. Feedback may be received in any format (e.g., in person, telephone, in writing, fax, email, etc.). All concerns shall be sent to the attention of the Clerk and a response will be provided to the complainant within fifteen (15) business days unless there are extenuating circumstances involved.



## 8. AVAILABILITY OF ALTERNATE FORMATS

### Accessible Formats and Communication Supports

Upon request, the Municipality will make every reasonable effort to provide documents or information in formats that accommodate the communication needs of individuals with disabilities.

In compliance with Ontario Regulation 191/11, Section 12(1), the Municipality will:

- Provide or arrange for accessible formats and communication supports when requested;
- Ensure these supports are delivered promptly, considering the individual's accessibility requirements; and
- Offer them at no greater cost than the standard rate charged to others.

To request an alternate format or for communication support, please complete the Municipality's 'Accessible Information Request Form' below or contact the Office of the Clerk

[clerk@hastingshighlands.ca](mailto:clerk@hastingshighlands.ca) 613-338-2811 ext.277.

Examples of alternate formats or communication supports that can be provided to the public are:

- Information printed in a larger size, font, or with improved colour contrast
- Alternative language formats i.e. 'Plain Language' or Non-English
- Alternate electronic formats (Word, HTML, Rich Text, PDF)
- Audio Alternative formats

### Cross-References:

Guide to the Accessibility Standards for Customer Service, Ontario regulation 429/07 Compliance Manual: Accessibility Standards for Customer Service, Ontario Regulation 429/07

The Association of the Municipal Managers, Clerks and Treasures of Ontario



## Accessible Information Request Form

The Municipality of Hastings Highlands is committed to providing information in a format that meets your needs. If you need information in an accessible format or with the assistance of a communication support, please complete this form. Your request will be sent to the Office of the Clerk. Alternatively, your request can be made by calling 613-338-2811 ext. 277 or emailing [clerk@hastingshighlands.ca](mailto:clerk@hastingshighlands.ca)

**First Name (Required)\*:**

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**Last Name (Required)\*:**

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**Address (Required)\*:**

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**City/Town (Required)\*:**

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**Province (Required)\*:**

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**Postal Code (Required)\*:**

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**Telephone (Required)\*:**

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**Email (Required)\*:**

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**Explain what information you need in an accessible format (Required):**

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**What type of alternative, accessible format would you like to receive the information in (Required):**

**Examples of alternative, accessible formats:** (a) Printed in a larger size or font (b) Colour Contrast (c) Alternative Language (Plain Language, Non-English) (d) Alternate electronic format (Word, HTML, Rich Text, PDF) (e) Audio Alternative

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Personal Information contained on this form is collected under the authority of the *Municipal Act, R.S.O. 2001, c.25*, and will be used to provide accessible support/services with the Municipality of Hastings Highlands. Personal information contained on this form is collected in accordance with the provisions of the *Municipal Freedom of Information and Protection of Privacy Act* (MFIPPA) and will be used to answer your request. Questions about the collection of personal information should be directed to the Municipal Clerk [clerk@hastingshighlands.ca](mailto:clerk@hastingshighlands.ca) or (613) 338-2811 ext. 2811.



## Feedback/Comment Form

The Municipality of Hasting Highlands would like your input on improving Accessibility throughout Hastings Highlands. Please take a few minutes to complete this form and let us know what you think.

**1. How did you find out about the Hastings Highlands Multi-Year Accessibility Plan?**

- ☐ Municipal Staff
- ☐ Website
- ☐ Newspaper article
- ☐ Community Agency
- ☐ Other

**2. Are you a resident of Hastings Highlands?**

- ☐ Yes
- ☐ No

**3. Are you a person with a disability?**

- ☐ Yes
- ☐ No

**4. What do you see as the key issue facing people with disabilities in Hastings Highlands?**

- ☐ Awareness
- ☐ Attitudes
- ☐ Lack of services/supports
- ☐ Housing
- ☐ Barriers in commercial sector
- ☐ Social assistance
- ☐ Lack of Information
- ☐ Lack of Accessibility Standards
- ☐ Others

**5. What do you like about the plan? (choose all that apply)**

- ☐ Overall layout & format



- ☐ Information concerning the action the municipality has already taken to ensure people with disabilities can use their programs and services
  - ☐ Information concerning the plans the municipality has to improve service and programs in the future
  - ☐ The types of barriers that will be addressed this year
  - ☐ How the municipality will identify barriers within their programs and services
  - ☐ The participation of all municipal departments in accessibility planning
  - ☐ Other
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**6. Do you think there has been improvement in accessibility issues in the Municipality of Hastings Highlands?**

☐ Yes

☐ No

If yes, what has improved?

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If no, please explain

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**7. Is the Multi-Year Accessibility Plan easy to read and understand?**

☐ Yes

☐ No

If no, why?

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**8. Are you a member of an organization or agency that represents or provides services to people with disabilities in Hastings Highlands?**

☐ Yes

☐ No

If yes, what is the name of the organization?

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**Thank you!**

You can return your completed form by:

Mail: Clerk's Department  
The Municipality of Hastings Highlands  
P.O. Box 130  
33011 Hwy 62N,  
Maynooth, ON  
K0L 2S0

Fax: (613) 338-3292

E-mail: [info@hastingshighlands.ca](mailto:info@hastingshighlands.ca)