

THE CORPORATION OF THE TOWNSHIP OF RED ROCK

COUNCIL POLICY

| SECTION | SUBJECT | APPROVED/RES # 4 |
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| S-1 | POLICY RE: ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE | FEBRUARY 18, 2009 AMENDED/RES #5 JULY 18, 2016 |

ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE

PURPOSE:

Ontario Regulation 429/07 made under the Accessibility for Ontarians with Disabilities Act, 2005 came into force on January 1, 2008.

This Regulation establishes accessibility standards for customer service and it applies to every designated public sector organization and to every person or organization that provides goods or services to members of the public or other third parties and that has at least one employee in Ontario.

The accessibility standards for customer service apply to the designated public sector organizations on and after January 1, 2010 and to other providers of goods or services on and after January 1, 2012.

POLICY:

1. Establishment of Policies, Practices and Procedures

- The Township of Red Rock shall establish policies, practices and procedures governing the provision of its goods and services to persons with disabilities.
- The Township of Red Rock shall use reasonable efforts to ensure that its policies and procedures are consistent with the following principles:
 - (i) the goods or services must be provided in a manner that respects the dignity and independence of persons with disabilities

- (ii) 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.
- (iii) Persons with disabilities must be given an opportunity equal to others to obtain, use and benefit from the goods and services.
- When communicating with a person with a disability, a provider shall do so in a manner that takes into account the person's disability

2. Use of Service Animals

- If a person with a disability is accompanied by a guide dog or other service animal, the Township of Red Rock 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.
- If a service animal is excluded by law from the premises, the Township of Red Rock shall ensure that other measures are available to enable the person with a disability to obtain, use or benefit from the Township of Red Rock's goods or services.
- In this section:
 - "guide dog" means a guide dog as defined in Section 1 of the Blind Person Right's Act
 - "service animal" means a service animal for a person with a disability
- For the purposes of this section, the animal is a service animal for a person with a disability:
 - If it is readily apparent that the animal is used by a person for reasons relating to his or her disability; or
 - If you cannot easily identify that the animal is a service animal, you can ask the person to provide documentation from a regulated health professional confirming that the person requires the animal for reasons relating to the disability

3. Use of Support Persons

- If a person with a disability is accompanied by a support person, the Township of Red Rock 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

- The Township of Red Rock may require a person with a disability to be accompanied by a support person while on the premises, but only if the 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.

Before making a decision, the Township of Red Rock must:

- i. Consult with the person with a disability to understand their needs
- ii. Consider health or safety reasons based on available evidence
- iii. Determine if there is no other reasonable way to protect the health or safety of the person or others on the premises.

In such a situation, you must waive the admission fee or fare for the support person, if one exists.

- If an amount is payable by a person for admission to the premises or in connection with a person's presence at the premises, the Township of Red Rock shall ensure that notice is given in advance about the amount, if any, payable in respect of the support person.
- In this section:
 - "support person" means, in relation to a person with a disability, another person who accompanies him and her in order to help with communication, mobility, personal care or medical needs or with access to goods or services

4. Notice of Temporary Disruptions

- If, in order to obtain, use or benefit from a Township of Red Rock goods or services, persons with disabilities use particular facilities or services of the Township of Red Rock and, if there is a temporary disruption in those facilities or services in whole or in part, the Township of Red Rock shall give notice of the disruption to the public.
- Notice of the disruption must include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available.
- Notice may be given by posting the information at a conspicuous place on premises owned or operated by the Township of Red Rock, by posting it on the Township of Red Rock's website or by such other method as is reasonable in the circumstances.

5. Training for Staff

- The Township of Red Rock shall ensure that the following persons receive training about the provision of its goods or services to persons with disabilities:
 - (i) All members of the Township of Red Rock or third parties acting on behalf of the Township of Red Rock, whether the person does so as an employee, agent, volunteer or otherwise.
- The training must include a review of the purposes of the Act and the requirements of this Regulation and instruction about the following matters:
 - (i) How to interact and communicate with persons with various types of disabilities.
 - (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 Township of Red Rock's premises or otherwise provided by the Township of Red Rock 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 Township of Red Rock's goods or services.
- The training must be provided to each person as soon as practicable after he or she is assigned the applicable duties.
- Training must also be provided on an ongoing basis in connection with changes to the policies, practices and procedures governing the provision of goods and services with persons with disabilities.

6. Feedback Process for the Corporation of the Township of Red Rock

- The Township of Red Rock shall establish 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.
- The feedback process must permit persons to provide their feedback in person, by telephone, in writing, or by delivering and electronic text by email or on diskette or otherwise. The feedback must be accessible and the Township of Red Rock will provide or arrange for accessible formats and communication supports, on request.
- The feedback process must specify the actions that the Township of Red Rock is required to take if a complaint is received.

7. Notice of Availability of Documents

- The Township of Red Rock shall notify persons to whom it provides goods or service that the documents required by this Regulation are available upon request.
- The notice may be given by posting the information at a conspicuous place on premises owned or operated by the Township of Red Rock, by posting it on the Township of Red Rock's website, or by such other method as is reasonable in the circumstances.

8. Format of Documents

- If the Township of Red Rock is required by the Regulation to give a copy of a document to a person with a disability, it shall give the person the document in a format that takes into account the person's disability.
- The Township of Red Rock and the person with the disability may agree upon the format to be used for the document or information