

The Corporation of the Municipality of Machin Policy Manual

Accessible Customer Service

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THE CORPORATION OF THE MUNICIPALITY OF MACHIN POLICY MANUAL

Section: Accessible Customer Service	Policy No.: 13.1
Subject: Policy Statement	Effective Date: October 26, 2009
Revision Date: August 13, 2018 Res 6	Approved By: Resolution # 5
Reviewed	Revisions by an asterisk *

Part 13.1 Policy Statement

The Municipality of Machin 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, 2005.

* The Municipality of Machin believes in integration and is committed to meeting the needs of people with disabilities in a timely manner. The Municipality of Machin will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act and Ontario's accessibility laws. *

THE CORPORATION OF THE MUNICIPALITY OF MACHIN POLICY MANUAL

Section: Accessible Customer Service	Policy No.: 13.2
Subject: Purpose: *Providing Goods, Services or Facilities to People with Disabilities*	Effective Date: October 26, 2009
Revision Date: August 13, 2018 Res 6	Approved By: Resolution # 5
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13.2 Purpose: *Providing Goods, Services or Facilities to People with Disabilities*

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 Municipality must use all reasonable efforts to ensure that its policies, procedures and practices provide accessible customer services to people with various kinds of disabilities and that the core 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 will be set out to support the policy and may be amended from time to time.

*The Municipality of Machin is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

The Municipality of Machin understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

The Municipality of Machin is committed to complying with both the *Ontario Human Rights Code* and the *AODA*.

The Municipality of Machin is committed to excellence in serving all customers including people with disabilities.

Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.*

THE CORPORATION OF THE MUNICIPALITY OF MACHIN POLICY MANUAL

Section: Accessible Customer Service	Policy No.: 13.3
Subject: Administration	Effective Date: October 26, 2009
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13.3 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.

THE CORPORATION OF THE MUNICIPALITY OF MACHIN POLICY MANUAL

Section: Accessible Customer Service	Policy No.: 13.4
Subject: Definitions	Effective Date: October 26, 2009
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13.4 Definitions

- 13.4.1 **"Agents"** shall mean a person or business providing goods or services on behalf of the Municipality of Machin through a contract or agreement.
- 13.4.2 **"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 etc.) to access and benefit from the goods and services of the Municipality of Machin.
- 13.4.3 **"Barrier"** shall mean anything that prevents a person with a disability from fully participating in all aspects of society because of the disability. Barriers may include a physical, architectural and attitudinal barrier as well as, an information or communication barrier, technological barriers, a policy, procedure or a practice.
- 13.4.4 **"Customer Service Representatives" (CSR)** An employee, agent, volunteer or otherwise who, on behalf of the Municipality of Machin, provides or oversees the provision of Municipal goods or services to members of the public or other third parties.
- 13.4.5 **"Disability"** shall be defined as found in the Ontario Human Rights Code (Part II, Section 10.(1) of the OHRC):
- a) 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.

- b) a condition of mental impairment or a developmental disability
- c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language
- d) a mental disorder, or
- e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*; ("handicap")

13.4.6 **"Guide Dogs or Service Animal"** shall mean any animal individually trained to do work or perform tasks for the benefit of a person with a disability.

13.4.7 **"Policies"** shall mean the policies the Municipality of Machin intends to implement including any rules for CSRs.

13.4.8 **"Procedures"** shall mean how the Municipality of Machin will go about implementing their policy and the steps CSRs will be expected to take.

13.4.9 **"Practices"** shall mean what the Municipality of Machin does on a day to day basis, including how CSRs actually offer or deliver the services.

13.4.10 **"Principle of Dignity"** shall mean the policies, procedures and practices that respect the dignity of a person with a disability are those that treat them as customers and clients who are as valued and as deserving of effective and full service as any other customer. People with disabilities will not be treated as an afterthought or be forced to accept lesser service, quality or convenience.

13.4.11 **"Principle of Independence"** in some instances, independence means freedom from control or influence of others – freedom to make your own choices. In other situations, it may mean the freedom to do things in your own way.

- 13.4.12 **"Principle of Integration"** shall mean integrated services are those that allow people with disabilities to fully benefit from the same services, in the same place and in the same, or similar way, as other customers.
- 13.4.13 **"Principle of Equal Opportunity"** equal opportunity means having the same chances, options, benefits and results as others. In the case of services it means that people with disabilities have the same opportunity to benefit from the way you provide goods or services as others. They should not have to make significantly more effort to access or obtain service. They should also not have to accept lesser quality or more inconvenience.
- 13.4.14 **"Support Person"** shall mean any person whether a paid professional, volunteer, family member or friend who accompanies a person with a disability to aid him or her with communication, mobility, personal care or medical needs or with access to goods and services.
- 13.4.15 **"Third Party"** a representative of a business or organization who is receiving Municipality of Machin goods or services or acting in an official capacity. Examples include: Provincial inspectors, vendors, local media, agencies, boards or commissions.

THE CORPORATION OF THE MUNICIPALITY OF MACHIN POLICY MANUAL

Section: Accessible Customer Service	Policy No.: 13.5
Subject: Establishment of Policies, Practices and Procedures	Effective Date: October 26, 2009
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13.5 Establishment of Policies, Practices and Procedures

The Municipality of Machin 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. The Municipality of Machin CSRs, when communicating with a person with a disability shall do so in a manner that accommodates the person's disability.

THE CORPORATION OF THE MUNICIPALITY OF MACHIN POLICY MANUAL

Section: Accessible Customer Service	Policy No.: 13.6
Subject: Implementation	Effective Date: October 26, 2009
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13.6 Implementation

- 13.6.1 The Municipality of Machin permits persons with a disability to use and keep with them their own personal assistive devices to obtain, use or benefit from the goods or services offered by the Municipality. Appropriate CSRs will be trained and knowledgeable of the presence and use of Municipally owned assistive devices (if any) within their working department. CSRs will be available to assist with the assistive devices if requested for use by an individual.

THE CORPORATION OF THE MUNICIPALITY OF MACHIN POLICY MANUAL

Section: Accessible Customer Service	Policy No.: 13.8
Subject: Notice of Temporary Disruption	Effective Date: October 26, 2009
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13.8 Notice of Temporary Disruption

Notice of Service Disruptions must be provided when facilities or services that people with disabilities may use to access Municipality of Machin 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:

- 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, *the Municipal Web Site, the Municipal Facebook Page and all other media types used by the Municipality as soon as practically possible*.

In the case of a scheduled disruption the Municipality will post the Notice prior to the disruption, at the physical location, on its website and if appropriate will advertise the disruption with local media outlets.

THE CORPORATION OF THE MUNICIPALITY OF MACHIN POLICY MANUAL

Section: Accessible Customer Service	Policy No.: 13.9
Subject: Documentation and Feedback	Effective Date: October 26, 2009
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13.9 Documentation and Feedback

The Municipality of Machin 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 Municipality will have a mechanism to allow the public to provide feedback on the accessibility of the provision of goods and services, i.e. email or verbally.

THE CORPORATION OF THE MUNICIPALITY OF MACHIN POLICY MANUAL

Section: Accessible Customer Service	Policy No.: 13.10
Subject: Training	Effective Date: October 26, 2009
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13.10 Training

*The Municipality of Machin will provide training, to its staff and volunteers on Ontario's accessibility laws and aspects of the Ontario Human Rights Code that relate to persons with disabilities. We will train our employees and volunteers on accessibility as it relates to their specific roles. Training will be provided within 30 days of commencing employment and ongoing training will be provided in the event of changes to any of the Municipality's accessibility policies. The Municipality will keep records of the training provided.

Training will include:

- purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- The Municipality of Machin's policies 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
- what to do if a person with a disability is having difficulty in accessing the Municipality of Machin's goods, services or facilities

THE CORPORATION OF THE MUNICIPALITY OF MACHIN POLICY MANUAL

Section: Accessible Customer Service	Policy No.: 13.11
Subject: Modifications to This or Other Policies	Effective Date: October 26, 2009
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13.11 Modifications to This or Other Policies

The Municipality of Machin is committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities. Any policy of the Municipality of Machin that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

THE CORPORATION OF THE MUNICIPALITY OF MACHIN POLICY MANUAL

Section: Accessible Customer Service	Policy No.: 13.12
Subject: Service Animals	Effective Date: August 13, 2108
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13.12 Service Animals

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

When we cannot easily identify that an animal is a service animal, our staff may ask a person to provide documentation from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services or facilities:

- explain why the animal is excluded
- discuss with the customer another way of providing goods, services or facilities

THE CORPORATION OF THE MUNICIPALITY OF MACHIN POLICY MANUAL

Section: Accessible Customer Service	Policy No.: 13.13
Subject: Support Persons	Effective Date: August 13, 2018
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13.13 Support Persons

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

- Fee/fare will not be charged for support persons.

We will notify customers of this by posting a notice in any Municipal services/facilities that require a fee/fare.

In certain cases, the Municipality of Machin might require a person with a disability to be accompanied by a support person for the health or safety reasons of:

- the person with a disability
- others on the premises

Before making a decision, the Municipality of Machin will:

- consult with the person with a disability to understand their needs
- consider health or safety reasons based on available evidence
- determine if there is no other reasonable way to protect the health or safety of the person or others on the premises

If the Municipality of Machin determines that a support person is required, we will waive the admission fee or fare for the support person.

THE CORPORATION OF THE MUNICIPALITY OF MACHIN POLICY MANUAL

Section: Accessible Customer Service	Policy No.: 13.14
Subject: Assistive Devices	Effective Date: August 13, 2018
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13.14 Assistive Devices

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities.

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.

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

THE CORPORATION OF THE MUNICIPALITY OF MACHIN POLICY MANUAL

Section: Accessible Customer Service	Policy No.: 13.15
Subject: Notice of Availability of Documents	Effective Date: August 13, 2018
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13.15 Notice of Availability of Documents

The Municipality of Machin will notify the public that documents related to accessible customer service, are available upon request by posting a notice in the following location(s)/way(s):

Municipal Office: Poster

The Municipality of Machin will provide this document in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.

THE CORPORATION OF THE MUNICIPALITY OF MACHIN POLICY MANUAL

Section: Accessible Customer Service	Policy No.: 13.16
Subject: Feedback Process	Effective Date: August 13, 2018
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13.16 Feedback Process

The Municipality of Machin welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Customers will be notified of how to provide feedback in the following ways:

- Posted notices at Municipal Office and Municipal Facilities

Customers who wish to provide feedback on the way The Municipality of Machin provides goods, services or facilities to people with disabilities can provide feedback in the following way(s):

- Verbally (in person or by phone)
- Written (letter or form)

All feedback, including complaints, will be handled in the following manner:
Feedback will be directed to the Clerk Treasurer

Customers can expect to hear back in 10 days.

The Municipality of Machin will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

THE CORPORATION OF THE MUNICIPALITY OF MACHIN POLICY MANUAL

Section: Accessible Customer Service	Policy No.: 13.17
Subject: Communication	Effective Date: August 13, 2018
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13.17 Communication

The Municipality of Machin will communicate with people with disabilities in ways that take into account their disability.

The Municipality of Machin will work with the person with a disability to determine what method of communication works for them.

The Municipality of Machin will also meet internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

THE CORPORATION OF THE MUNICIPALITY OF MACHIN POLICY MANUAL

Section: Accessible Customer Service	Policy No.: 13.18
Subject: Procurement	Effective Date: August 13, 2018
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13.18 Procurement

The Municipality of Machin will incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities. If it is not possible and practical to do so, we will provide an explanation upon request.

THE CORPORATION OF THE MUNICIPALITY OF MACHIN POLICY MANUAL

Section: Accessible Customer Service	Policy No.: 13.19
Subject: Employment	Effective Date: August 13, 2018
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13.19 Employment

The Municipality of Machin will notify employees, potential hires and the public that accommodations can be made during recruitment and hiring.

The Municipality of Machin will notify staff that supports are available for those with disabilities and will put in place a process to develop individual accommodation plans for employees. *Appendix A

Where needed, the Municipality of Machin will also provide customized emergency information to help an employee with a disability during an emergency.



Policy 13.19 Appendix A

Individual Accommodation Plan

Employee's Name: _____

Date: _____

Employee's Title/Department: _____

Supervisor: _____

Limitations	Job-Related Tasks/Activities Affected by Limitations	Is This An Essential Job Requirement?

Sources of expert input into the individual accommodation plan (e.g. human resources manager, family doctor, specialists):

Accommodation measures are to be implemented from _____ to _____
_____. (start to end dates)

If no end date is expected, the next review of the accommodation plan will occur on _____
_____. (review date)

Description of Accommodation Measurer(s)

Which job requirements and related tasks require accommodation?	What are the objectives of the accommodation (i.e. what must the accommodation do to be successful)	What accommodation strategies/tools have been selected to facilitate this task/activity?

Roles and Responsibilities

Outstanding actions to implement accommodation	Assigned to	Due Date

Employee's Signature

Supervisor's Signature

THE CORPORATION OF THE MUNICIPALITY OF MACHIN POLICY MANUAL

Section: Accessible Customer Service	Policy No.: 13.20
Subject: Transportation	Effective Date: August 13, 2018
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13.20 Transportation

The Municipality of Machin will adhere to the applicable requirements under the Transportation Standards as stated in the regulations of the Accessibility for Ontarians with Disabilities Act, 2005.

THE CORPORATION OF THE MUNICIPALITY OF MACHIN POLICY MANUAL

Section: Accessible Customer Service	Policy No.: 13.21
Subject: Design of Public Spaces	Effective Date: August 13, 2018
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13.21 Design of Public Spaces

When constructing new or redeveloping existing public spaces the Municipality of Machin will adhere to the applicable requirements under the Design of Public Spaces Standards as stated in the regulations of the Accessibility for Ontarians with Disabilities Act, 2005.

Part 13 – Accessible Customer Service

Appendix I

Municipality of Machin

Orientation Checklist

Customer Service Standard (Accessibility)

Name	
Date of Completion	

Material Review

Document	Reviewed (please check)
Customer Service Training Manual	
Principles of Universal Design	
Provincial Compliance Manual	

Training Program (Employee/Councillor/Volunteer)

Signature: _____

Part 13 – Accessible Customer Service

Appendix II

Municipality of Machin

User-Facility Agreement

Accessibility Checklist

The use of our community facility must ensure that persons with disabilities can fully participate in the event. The following checklist is to be used in the planning, organizing and staging of your event.

Item	Requirements
Site parking	Ensure site parking spaces to serve persons with disabilities are provided, near main event entrances.
Event entrance	Ensure no barriers are present or created by the set-up of your event. Use of building entrances supported by power-assist or automatic doors is recommended. Proper signage and lighting should also be in place.
Drop-off area	A vehicle drop-off area may be required for use by taxis, specialized vehicles, near the main event entrance area.
Registration-ticket sales	Ensure the event set-up accommodates all abilities (lower counter heights- service areas, set-ups).
Accommodation Policy	The individual accompanying the person with a disability to your event is entitled to free admission. See the municipal accommodation policy for specific details.

Sight dogs	Allow sight dogs admission to your event.
Event seating	Ensure seating provisions, table arrangements accommodate persons with physical disabilities.
Food –bar service	<p>Ensure the set-up accommodates all abilities (lower counter heights- service areas, set-ups).</p> <p>Special menu arrangements may be required for those events with formal meals).</p>
Washrooms	Use of accessible washrooms is required.