	Municipality of West Perth Accessibility Policy and Procedures Manual		
Section I - Policy I	Accessible Customer Service		
Approved by Council: October 13, 2009 Effective: October 13, 2009	Revision Date:	Coverage: All Employees, volunteers, agents and others working on behalf of the Municipality of West Perth	Page 1 of 12

Policy Statement


The Municipality of West Perth is committed to being responsive to the needs of all its residents and visitors. To do this, the Municipality of West Perth must recognize the diverse needs of all of the Municipality's residents and visitors by striving to provide services and facilities that are accessible to all. As a provider of goods and services, the Municipality of West Perth is committed to ensuring its goods and services are provided in an accessible manner.

The Municipality of West Perth will promote accessibility through the development of policies, practices and procedures that consider people with disabilities. To do this, the Municipality of West Perth will make reasonable efforts to ensure the policies, practices and procedures address **dignity, independence, integration, and equal opportunity.**

Principles

Reasonable efforts will be made to ensure the following:

- i) That goods and services are provided in a manner that respects the dignity and independence of persons with disabilities.
- ii) The provision of goods and services to persons with disabilities will be integrated unless an alternate measure is necessary, whether temporarily or permanently, to enable a person with a disability to obtain, use or benefit from the goods and services.
- iii) Persons with disabilities will be given an equal opportunity to obtain, use and benefit from the goods and services.

	Municipality of West Perth Accessibility Policy and Procedures Manual		
Section I - Policy I	Accessible Customer Service		
Approved by Council: October 13, 2009 Effective: October 13, 2009	Revision Date:	Coverage: All Employees, volunteers, agents and others working on behalf of the Municipality of West Perth	Page 2 of 12


Definitions

For the purpose of this policy '**disability**' is defined according to the *Accessibility for Ontarians with Disabilities Act, 2005*, as:

- i) 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, physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- ii) a condition of mental impairment or developmental disability,
- iii) learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols of spoken language,
- iv) a mental disorder; or,
- v) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

For the purpose of this policy, a '**service animal**' is defined as either:

- i) A "guide dog," as defined in Section 1 of the Blind Persons Rights' Act; or
- ii) A "service animal" for a person with a disability. For the purpose of this policy, 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 the 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.

	Municipality of West Perth Accessibility Policy and Procedures Manual		
Section I - Policy I	Accessible Customer Service		
Approved by Council: October 13, 2009 Effective: October 13, 2009	Revision Date:	Coverage: All Employees, volunteers, agents and others working on behalf of the Municipality of West Perth	Page 3 of 12

For the purpose of this policy, a **'support person'** is defined as:

- i) another person who accompanies a person with a disability in order to assist him or her with communication, mobility, personal care or medical needs or with access to goods or services.

For the purpose of this policy, **'staff'** is defined as:

- i) employees, volunteers, agents and others working for the Municipality of West Perth.


Procedures and Practices

1. Communication

- i) Communication with persons with disabilities will be conducted in ways that take into account their disability.
- ii) The Municipality of West Perth will ensure staff who communicate with customers and third parties are trained on how to interact and communicate with people with various types of disabilities.
- iii) The Municipality will offer a variety of communication methods for people to access its goods and services to allow individuals to select the method most accessible to them; e.g. telephone, email, mail, in person.

References

Appendix A: Accessibility Guidelines for Communicating with Customers with Disabilities

	Municipality of West Perth Accessibility Policy and Procedures Manual		
Section I - Policy I	Accessible Customer Service		
Approved by Council: October 13, 2009 Effective: October 13, 2009	Revision Date:	Coverage: All Employees, volunteers, agents and others working on behalf of the Municipality of West Perth	Page 4 of 12


2. Format of Documents and Information

- i) Upon request, the Municipality of West Perth will provide Municipal documents (e.g. forms, print materials, bills, etc.) or the information contained within the documents in formats that take into account a person's disability.
- ii) The Municipality of West Perth will consult the person requesting the document to determine what a reasonable accessible alternate format of the document or information would be.
- iii) When staff receive a request for alternative format they should fill out *Form A: Request for Information and Assistance in an Alternative Format* and submit to the Chief Administrative Officer, who will forward the form to the Accessibility Coordinator. The Accessibility Coordinator will work with Chief Administrative Officer and the Department Head of the department of origin, to fulfill the request.
- iv) The time frame attached to the conversion process will vary depending on the media chosen, the size, complexity, quality of source documents and number of documents to be converted. Documents will be returned in a timely manner with consideration of these factors.
- v) Should documents contain information required by the customer sooner than the conversion will be ready; the information will be communicated in a way that is accessible to the customer.
- vi) Customers will not be charged fees for documents in alternative formats that exceed the fees charged for the document in its original state.

References

Appendix B: Accessibility Guidelines for the Formatting of Documents and Information

Form A: Request for Information and Assistance in an Alternate Format

	Municipality of West Perth Accessibility Policy and Procedures Manual		
Section I - Policy I	Accessible Customer Service		
Approved by Council: October 13, 2009 Effective: October 13, 2009	Revision Date:	Coverage: All Employees, volunteers, agents and others working on behalf of the Municipality of West Perth	Page 5 of 12

3. Assistive Devices


- i) The Municipality of West Perth welcomes persons with disabilities to use their own personal assistive devices to obtain, use or benefit from the services offered by the Municipality of West Perth.
- ii) Should a person with a disability be unable to access the Municipality's services through the use of their own personal assistive device, the Municipality of West Perth will ensure the following measures are taken:
 - a) Assess service delivery and potential service options to meet the needs of the individual; and
 - b) Identify alternative services and how a person with a disability can access the services, either temporarily or on a permanent basis.
- iii) Further, the Municipality will ensure staff are trained on the use of all assistive devices available for their customers at the location(s) in which they provide service.

References:

Appendix C: Assistive Devices Instruction Manual

4. Service Animals


- i) The Municipality of West Perth welcomes persons with disabilities accompanied by a guide dog or service animal on all areas of the premises owned or operated by the Municipality of West Perth that are typically open to the public unless the animal is otherwise excluded by law.

	Municipality of West Perth Accessibility Policy and Procedures Manual		
Section I - Policy I	Accessible Customer Service		
Approved by Council: October 13, 2009 Effective: October 13, 2009	Revision Date:	Coverage: All Employees, volunteers, agents and others working on behalf of the Municipality of West Perth	Page 6 of 12

- ii) In the case where a service animal is excluded from the premises by law, the Municipality will ensure that other measures are available to enable the person with the disability to obtain, use or benefit from the provider's goods and services. This could include:
 - a) offering the person with a disability a safe place for their animal to remain while obtaining goods or services, along with personal support in obtaining the goods and services; or
 - b) offering goods and services at an alternate location that allows for service animal accompaniment

5. Support Persons


- i) The Municipality of West Perth welcomes persons with disabilities accompanied by a support person to remain with that support person on all areas of the premises owned or operated by the Municipality of West Perth.
- ii) Where the Municipality of West Perth charges a fee for admission to the premises or in connection with a person's presence at the premises, the Municipality will waive the fee for support persons. Further:
 - a) If advertising indicates the fee amounts, it must also indicate that fees do not apply to support persons.
 - b) Members of the public should notify a staff member about the presence of a support person.
- iii) When attended by a support person, consent from the person being supported must be obtained prior to disclosing confidential information.
- iv) Support persons may be required to sign a confidentiality agreement in some situations.

	Municipality of West Perth Accessibility Policy and Procedures Manual		
Section I - Policy I	Accessible Customer Service		
Approved by Council: October 13, 2009 Effective: October 13, 2009	Revision Date:	Coverage: All Employees, volunteers, agents and others working on behalf of the Municipality of West Perth	Page 7 of 12

- v) The Municipality of West Perth reserves the right to request a person with a disability to be accompanied by a support person in the event that it is considered necessary to protect the health and safety of the person with the disability or others on the premises.

6. Disruption to Services

- i) If, in order to obtain, use or benefit from the Municipality's goods or services, persons with disabilities usually use particular facilities or services (e.g., lifts, elevators, accessible washrooms, particular entrances, ramps) and if there is a disruption in those facilities or services in whole or in part, the Municipality of West Perth will give notice of the disruption to the public.
- ii) 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 (see Form B)
- iii) Notice will be given by posting *Form B: Disruption to Services*, containing the above information, on all entrances of the facility undergoing disruption, as well as at the specific site of service disruption within the building (e.g. beside the elevator doors). Information will also be posted on the Municipality of West Perth website (www.westperth.com). If deemed appropriate and time permits, planned disruptions of services may also be published in local newspapers and broadcast on local radio stations.

	Municipality of West Perth Accessibility Policy and Procedures Manual		
Section I - Policy I	Accessible Customer Service		
Approved by Council: October 13, 2009 Effective: October 13, 2009	Revision Date:	Coverage: All Employees, volunteers, agents and others working on behalf of the Municipality of West Perth	Page 8 of 12


- iv) Ensuring that Form B is posted at the facility will be the responsibility of the Department Head responsible for the management of the respective facility. The respective Department Head will also have the responsibility of providing a copy of Form B to the Clerk's Department, who will be responsible for posting its contents on the Municipality website.
- v) If a temporary service disruption of the website is planned, advance notice to the extent possible, keeping with the conditions of this section of this policy, will be provided.
- vi) Notice will be given as much in advance as possible; however, in the event of an unplanned service disruption, notice will be given as soon as possible in the manner described in this section, as feasible.

References:

Form B: Disruption to Services

7. Feedback Process

- i) The ultimate goal of the Municipality of West Perth is to meet and surpass customer expectations while serving customers with disabilities. Comments on the Municipality's services regarding how well those expectations are being met are welcomed and appreciated.

	Municipality of West Perth Accessibility Policy and Procedures Manual		
Section I - Policy I	Accessible Customer Service		
Approved by Council: October 13, 2009 Effective: October 13, 2009	Revision Date:	Coverage: All Employees, volunteers, agents and others working on behalf of the Municipality of West Perth	Page 9 of 12

- ii) Feedback regarding the way the Municipality of West Perth provides goods and services to people with disabilities can be directed to the Municipality of West Perth Chief Administrative Officer, via:

Phone: 519-348-8429 ext. 225

Email: wjaques@westperth.com


Mail: Municipality of West Perth

C/O Chief Administrative Officer

169 St. David St., PO Box #609

Mitchell, ON N0K 1N0

- iii) A response will be provided within 30 days, in the same manner as the comment or concern was received.
- iv) Concerns may also be discussed in-person by bringing them to the attention of the staff serving you, requesting to speak with a manager, arranging an appointment with the Chief Administrative Officer, or contacting the Accessibility Coordinator directly via phone: 519-301-1979, email: accessibility@perthcounty.ca, or mail: Corporation of the County of Perth, 1 Huron St, Stratford, ON N5A 5S4.
- v) When a comment or concern is received by the Chief Administrative Officer, they will meet with the appropriate Department Head, and will notify the Perth County Accessibility Coordinator. The Accessibility Coordinator may aid the Chief Administrative Officer and Department Head in developing a resolution.
- vi) If deemed appropriate, a concern regarding the provision of accessible goods and services may be directed to the Perth County Accessibility Advisory Committee for recommendations on how to address the complaint or comment.

	Municipality of West Perth Accessibility Policy and Procedures Manual		
Section I - Policy I	Accessible Customer Service		
Approved by Council: October 13, 2009 Effective: October 13, 2009	Revision Date:	Coverage: All Employees, volunteers, agents and others working on behalf of the Municipality of West Perth	Page 10 of 12


- vii) If the Chief Administrative Officer and appropriate Department Head are unable to provide a satisfactory resolution to the concern, the complainant has the option of presenting the concern to Municipal Council for final disposition.
- viii) A notice encouraging feedback (see Appendix D: Customer Feedback Notice) will be posted at all Municipality of West Perth service counters and the Municipality website (www.westperth.com) and full copies of the feedback process will be available upon request. Staff will draw attention to the request for feedback for customers unable to read the notice.

References:


Appendix D: Customer Feedback Notice

8. Training

- i) The Municipality of West Perth will ensure that all employees, volunteers, agents and others who deal with the public or other third parties on their behalf, or who are involved in developing policies, practices and procedures that govern the provision of the Municipality's goods and services will receive training on the accessible provision of its goods and services to persons with disabilities.
- ii) The training will include a review of the purposes of the *Accessibility for Ontarians with Disabilities Act (AODA), 2005*, the requirements of *Regulation 429/07 Accessible Standards for Customer Service*, the requirements of this policy, and instruction about the following matters:
 - a) How to interact and communicate with persons with various types of disability;

	Municipality of West Perth Accessibility Policy and Procedures Manual		
Section I - Policy I	Accessible Customer Service		
Approved by Council: October 13, 2009 Effective: October 13, 2009	Revision Date:	Coverage: All Employees, volunteers, agents and others working on behalf of the Municipality of West Perth	Page 11 of 12

- b) 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;
 - c) How to use equipment or devices available on premises owned or leased by the Municipality of West Perth otherwise provided by the Municipality of West Perth that may help with the provision of goods or services to a person with a disability; and,
 - d) What to do if a person with a disability is having difficulty accessing goods and services provided by the Municipality of West Perth.
- iii) Training will be provided as soon as possible after hire, incorporated into the existing orientation process as an additional component led by the Accessibility Coordinator (this includes volunteers and students).
 - iv) Training may be delivered through various formats including seminars, 'in class style' presentations and the distribution of appropriate educational materials and brochures etc.
 - v) The Municipality of West Perth will log and maintain records which will record the details of the training provided, as well as the name of the person, location, and date the training was complete.
 - vi) New Councilors will be trained as soon as possible after election.
 - vii) Committee members who are not a part of staff or council (citizen members) will receive training as soon as possible after appointment.
 - viii) Contractors who meet the criteria outlined in 5.8.i will provide the Municipality with documentation indicating that training in accordance with the requirements of regulation 429/07 has been provided to all of their staff who will be providing goods and services on behalf of the Municipality of West Perth (*refer to Form C*).

	Municipality of West Perth Accessibility Policy and Procedures Manual		
Section I - Policy I	Accessible Customer Service		
Approved by Council: October 13, 2009 Effective: October 13, 2009	Revision Date:	Coverage: All Employees, volunteers, agents and others working on behalf of the Municipality of West Perth	Page 12 of 12

ix) Training will also be provided on an ongoing basis in connection with changes to the policies, practices and procedures governing the provision of goods or services to persons with disabilities.

References:

Form C: Contractor Accessibility Agreement

9. Documentation and Review

- i) A copy of this document should be kept in electronic form and paper form for employee reference.
- ii) A copy of this document will be available to the public on the Municipality's website (www.westperth.com), as well as available in alternative formats upon request, as outlined in section 2 of this document.
- iii) Review and amendments of this document will be the responsibility of the Accessibility Coordinator, in consultation with the Chief Administrative Officer.