

Village of Point Edward Policies and Procedures	
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Purpose

To ensure all Village of Point Edward programs and services are accessible to everyone in the community in accordance with Ontario Regulation 429/07 Accessibility Standards for Customer Service.

Policy Overview

These policies and procedures apply to all goods and services that are delivered by the Village of Point Edward, by any means including in person, by telephone, electronically, by mail, visually, orally or by written means.

The policy applies to all Village of Point Edward staff, volunteers, elected officials and third parties who deal with the public, on behalf of the Village of Point Edward.

Policy

The Corporation shall meet its duties and responsibilities under Ontario Regulation 429/07 by adhering to the following principles and practices:

I. Training

Training is required for those staff, elected officials, volunteers or third parties that interact with the public on behalf of the corporation, or who are involved in developing policies, practices and procedures. The required training must include information on how to communicate and interact with people with disabilities, how to interact with people who have assistive device, service animal or support person, how to utilize assisted devices that are available on Village premises, and what to do if a person has difficulty accessing the Village of Point Edward Services.

The training will include core principles of customer service as set out by the Village of Point Edward which include: dignity, equity, inclusion, independence, integration, sensitivity and equality.

A training program of varying modules will be implemented which will ensure compliance and meet the needs of various departments and employee groups. Records are to be kept indicating the date and training provided, and the number of individuals to who it was provided.

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Third party organizations providing goods or services on behalf of the Village shall provide relevant training, learning opportunities or direction to employees and volunteers regarding their roles and responsibilities under the AODA.

II. Service Animals and Support Persons

A person with a disability accompanied by a service animal is permitted to enter Village of Point Edward premises with the animal unless the animal is otherwise excluded by law. Should a service animal be excluded from the premises then the municipality shall ensure that other measures are available to enable the person with the disability to obtain, use or benefit from the good and/or services.

Section 4(9) of the Accessibility Standards on Customer Service indicates that an animal is a service animal if (1) it is readily apparent that the animal is being used for reasons related to a person's disability; or (2) if the person provides a letter from the doctor or nurse confirming that the animal is required for reasons relating to the disability.

Staff will be properly trained to identify support persons who may be a paid professional, volunteer, family member or friend that may accompany a customer in order to help with communication, mobility, personal care or medical needs or with access to goods and services.

A disabled person's support person is to be permitted access to Village facilities at no charge when there is a regular fee to access the facility.

III. Notice of Temporary Disruptions

The Village of Point Edward will give notice of temporary disruptions to services or facilities used by persons with disabilities including the reason(s) for the disruption. The notice shall be posted appropriately at the facility and on the Village web site when appropriate. When the disruption is planned, advanced notice will be provided.

IV. Feedback

Notices in customer service areas will notify customers that their feedback is welcomed and valued for the continual improvement of services so as to avoid inadvertently excluding people with disabilities from activities or services.

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An accessible simple-to-use system of providing feedback and complaints will be made available.

Staff will make note of feedback given in person, verbally or in writing, online, by telephone, TTY or any other means. A simple-to-use, accessible process for customers to provide feedback or complaints will be in place.

The Finance Committee will consult with customer service staff regarding feedback or complaints and on improvements to customer service.

V. Emergency Situations

Staff will be familiar with emergency procedures and how to assist customers or staff that may require help during an emergency.