

ACCESSIBILITY STANDARDS POLICY

BACKGROUND

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) was passed by the Ontario legislature with the goal of creating standards to improve accessibility across the province.

The AODA allows the government to develop specific standards of accessibility that are designed to help make Ontario more accessible.

One of the specific standards that has been developed, and made law, is the Accessible Customer Service Standard. This standard details specific requirements for all service providers.

In general, providers must deliver service in a way that preserves the dignity and independence of people with disabilities. Providers must also integrate services and equal opportunity.

PURPOSE

The purpose of this Customer Service Standards Policy is to fulfill the requirements set out in regulation 429/07 to establish a policy for the Municipality of McDougall for governing the provision of its goods or services to persons with disabilities.

STATEMENT

The Municipality of McDougall shall use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles;

- The goods or services will be provided in a manner that respects the dignity and independence of persons with disabilities.
- The provision of goods or services to persons with disabilities, and others, will 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.
- Persons with disabilities will be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services.
- Persons with disabilities may use assistive devices, service animals and/or support persons in the access of goods and services.

Municipality of McDougall – Accessibility Standards Policy
Reviewed March 2011 :

- When Municipality of McDougall employees are communicating with a person with a disability, they shall do so in a manner that takes into account the person's disability.
- Training will be provided to Municipal staff who communicate with customers on how to interact and communicate with persons with various types of disabilities.
- The Municipal policy, program and training for providing accessible customer service are written documents which are provided to staff and are available for public viewing upon request.
- Information required under the customer service standard will be provided to the customer in a format that best fits the needs of the customer.

APPLICATION

This policy shall apply to every person who deals with members of the public or other third parties on behalf of the Municipality of McDougall, whether the person does so as an employee, agent, volunteer or otherwise.

DEFINITIONS

“Accessibility Coordinator” shall mean the staff person acting in the capacity of Accessibility Coordinator for the Municipality of McDougall.

“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).

“Disabilities” shall mean the same as definition of disability found in the Ontario Human Rights Code.

“Employees” shall mean every person who deals with members of the public or other third parties on behalf of the Municipality of McDougall, whether the person does so as an employee, agent, volunteer or otherwise.

“Persons with Disabilities” shall mean those individuals that are afflicted with a disability as defined under the Ontario Human Rights Code.

“Service Animals” shall mean any animal individually trained to do work or perform tasks for the benefit of a person with a disability.

“Support persons” shall mean any person whether a paid professional, volunteer, family member, or friend who accompanies a person with a disability in order to help with communications, personal care, medical needs, or with access to goods or services.

Municipality of McDougall – Accessibility Standards Policy
Reviewed March 2011 :

EXCLUSIONS

This Accessibility Customer Service Standards Policy shall not apply during any period where Council has declared a “State of Emergency” as defined under the **Emergency Management Act**.

DOCUMENTATION

The Municipality of McDougall shall, upon request, give a copy of the policies, practices and procedures required under Ontario Regulation 429/07 – Accessibility Standards for Customer Service to any person.

NON-COMPLIANCE

Compliance is required under Regulation 429/07. Non Compliance is subject to the penalties set out in the regulation.

REVIEW AND AMENDMENTS

The Accessibility Coordinator shall be responsible for the review process and any subsequent amendments to this policy document. Review and amendments shall take place within the **first year of each term of Council**.

ADOPTION

This Policy shall come into force on the day that it was adopted by Council Resolution 2011/55 Dated April 6, 2011.

Dale Robinson, Mayor

Garfield Eaton, CAO, Clerk