



Policy No.
A-2

CORPORATION OF THE TOWN OF RAINY RIVER

Accessibility

Accessible Customer Service Policy

Purpose

This policy establishes that goods and services provided by the Town of Rainy River shall be provided to persons with disabilities and all customers in accordance with the following key principals:

Dignity: Service is provided in a respectful manner consistent with the needs of the individual.

Independence: Services for persons with disabilities shall support their independence while respecting their rights to safety and personal privacy.

Equity/Equality of Outcome: Service outcome is the same for persons with disabilities as for persons without disabilities.

Integrated: Services 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.

Sensitive: Service is provided in a manner that is respectful to an individual's needs.

Scope

The subject policy is delivered in accordance with the *Accessibility for Ontarians with Disabilities Act, 2005*, and Regulation 429/07 Accessibility Standards for Customer Service, and is applicable to all policies, procedures and processes of the municipal corporation.

Policy

Assistive Devices

Persons with disabilities shall be permitted to obtain, use or benefit from goods or services through the use of their own assistive devices.

In the event a person with a disability is hindered from accessing goods or services and after consulting with the customer, the Town of Rainy River will accommodate the customer by using any other assistive measures available such as but not limited to providing temporary access to other assistive devices or a Support Person.

Communication

We will communicate with people with disabilities in ways that take into account their disability.

Service Animals

Service animals, such as but not limited to Guide dogs, Hearing dogs, Seizure Response dogs, other certified service animals shall be permitted entry to all municipal facilities and meeting rooms which are open to the public. A service animal is defined as:

"Any animal where it is readily apparent that the animal is used by the person for reasons relating to his or her disability and if the person provides a letter from a physician or nurse or other government issued certification confirming that the person requires the animal for reasons relating to the disability."

Service animals are not permitted:

- where food preparation is being undertaken; or
- as otherwise disallowed by law.

Where a service animal is to be denied access to a facility or meeting room, other accommodations may be afforded, such as:

- alternate meeting format, such as teleconference/videoconference, where technology permits;
- deliver the goods or service at an alternate time or location;
- any other assistive measures available to deliver a good or service to ensure equality of outcome.

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Owners of Service Animals may receive information from staff as to the location of fresh water for the service animal and where service animals may be walked to relieve themselves.

Support Persons

Support Persons shall be permitted entry to all municipal facilities and meeting rooms which are open to the public, except:

- when there are fees applied against participants by a third party; and
- the Support Person was not pre-registered; and
- no vacancy exists.

If admission to an event is permitted and fees are payable to a third party, the Support Person is permitted to attend the event at their own cost.

If admission to an event is permitted and fees are payable to the Town of Rainy River, the Support Person is permitted to attend at no cost.

Where a 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, the person with a disability shall be accompanied by a Support Person when on the premises.

The customer shall determine whether a Support Person is necessary, however where an employee believes that a Support Person should be in attendance to protect the health and safety of the customer or others, the following criteria shall be used in consulting with the customer:

1. when there is a significant risk to the health and safety of the person with a disability or others (the mere possibility of risk is insufficient);
2. when the risk is greater than the risk associated with other customers;
3. when the risk cannot be eliminated or reduced by other means;
4. when the assessment of the risk is based on consideration of the duration of the risk, the nature and severity of the potential harm, the likelihood that the potential harm will occur, and the imminence of the potential harm; and
5. when the assessment of the risk is based on the individual's actual characteristics, not merely on generalizations, misperceptions, ignorance or fears about a disability.

Notice of Service Disruptions

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In the event a temporary service disruption occurs that would limit a person with a disability from gaining access to regional facilities, goods or service, the town will post notice or otherwise make the disruption known to customers in the following methods/places:

- Web site; and
- Town Office; and
- Notice on entrance doors; and
- With Delivery Agents.

If an unexpected disruption occurs, persons with disabilities will be accommodated by the use of other means possible to deliver the goods and service, such as:

- the goods and service delivery agent may provide the goods or service directly to the person with a disability at an alternate place and time, as deemed appropriate; or
- if appropriate or required, deliver the goods and service to the person's place of residence; or
- any other assistive measures available and deemed appropriate to deliver goods and services.

All notices of disruption shall include:

- the name of the event/service; and
- the normal service location being impacted; and
- alternate service locations; and
- alternate service methods; and
- hours of service availability; and
- contact information; and
- any other information deemed appropriate to deliver a good or service.

As a guide, sample notices are attached to this policy as Appendix A and B.

Training

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All employees of the Town of Rainy River providing direct service to persons with a disability shall be trained in the various aspects of accessible customer service delivery.

All training, regardless of format, shall have regard for:

- An overview of the purposes of the AODA and an awareness of the subject Regional policy;
- Instruction on how to interact and communicate with people with various types of disabilities;
- Instruction on interacting with people with disabilities who use assistive devices or require the assistance of a guide dog, other service animal or a support person;
- Instruction on the use of equipment or devices available, such as wheelchairs and TTY;
- Instruction on what to do if a person with a disability is having difficulty accessing your services.

Training shall be mandatory for all new employees upon their initial orientation. In addition all employees should receive additional training every 5 years thereafter.

Feedback process

Feedback may be provided by a person with a disability in the manner deemed most convenient to them, such as in person, by telephone, in writing, or by delivering an electronic text by email or otherwise.

Feedback may be provided directly to the service provider or:

Town of Rainy River
201 Atwood Ave.
Rainy River, ON
P0W 1L0
Phone: 807-852-3244
Fax: 807-852-3553
Email: rainyriver@tbaytel.net

All feedback will be kept in strict confidence and used to improve customer service. In addition, the author of the feedback will be provided a response in the format in which the feedback was received outlining actions deemed appropriate, if any.

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Notice of Availability of Documents

This policy and any other document deemed to be key in the delivery of goods and service will be made available upon request in a format that takes into account the person's disability to any person to whom it provides goods or services.

Notwithstanding the above, this policy will be made available on the Town of Rainy River's website, and made available to any person to whom it provides goods or services by any other method or format as is reasonable in the circumstances.

Modifications to this or other policies

Any policy, practice or procedure of The Corporation of the Town of Rainy River that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

Effective Date

This policy will come into effect on May 11, 2015.

Policy Review

This policy will be reviewed in the final year of each Council term.

ADOPTION & REVIEW GUIDELINES

Approved by Motion #15-068 on May 11, 2015
Reviewed/Revised by Res. # _____

Approximate date of next review December 2018

REFERENCES:	POLICY AREA	POLICY NUMBER
Accessibility _____	Section A-2 _____	

APPENDIX A

SAMPLE TEXT

Notice of Planned Service Disruption

There will be a scheduled service disruption at Address impacting the delivery of goods and services for customers from hour and date.

The goods and services unavailable during this service disruption are:

1. Service/Event name Floor
2. Service/Event name Floor
3. Service/Event name Floor
4. Service/Event name Floor
5. Service/Event name Floor

The services listed above can be accessed at the following time, date, location, or method:

1. Service/Event name Location, date, time
2. Service/Event name Location, date, time
3. Service/Event name Location, date, time
4. Service/Event name Location, date, time
5. Service/Event name Location, date, time

We apologize for any inconvenience this disruption has caused. Should you require additional information on the delivery of this service, please call 852-3244, or speak to a receptionist at the town office.

APPENDIX B

SAMPLE TEXT

Notice of Unplanned Service Disruption

Due to unforeseen circumstances, there is a service disruption at Address impacting the delivery of goods and services for customers from hour and date.

The goods and services unavailable during this service disruption are:

1. Service name.
2. Service name.
3. Service name.
4. Service name.
5. Service name.

The services listed above can be accessed at the following time, date, location, or method:

1. Service/Event name Location, date, time
2. Service/Event name Location, date, time
3. Service/Event name Location, date, time
4. Service/Event name Location, date, time
5. Service/Event name Location, date, time

We apologize for any inconvenience this disruption has caused. Should you require additional information on the delivery of this service, please call 852-3244, or speak to a receptionist at the town office