



CORPORATION OF TOWN OF HUNTSVILLE

BY-LAW NUMBER 2009-125

**Being a By-law to adopt Accessibility Standards
for Customer Service Policy**

WHEREAS: the Ontario Government has issued five sets of standards under the *Accessibility for Ontarians with Disabilities Act, 2005* (the "AODA") to achieve the vision of a barrier-free Ontario by 2025;

AND WHEREAS: the *Accessibility for Ontarians with Disabilities Act, 2005* (the "AODA") is a Provincial Act with the purpose of developing, implementing and enforcing accessibility standards in order to achieve accessibility for persons with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises;

AND WHEREAS: under the *AODA*, Ontario Regulation 429/07 entitled "**Accessibility Standards for Customer Service**" came into force on January 1, 2008. That regulation establishes accessibility standards specific to customer service for the public sector organizations and other persons or organizations that provide goods and services to members of the public or other third parties on the municipality's behalf and by January 1, 2010, municipalities must have policies, practices and procedures in place for "Customer Service";

AND WHEREAS: *Section 11 of the Municipal Act S.O. 2001, c. 25, as amended*, authorizes municipalities to pass by-laws regarding Accountability and Transparency of the municipality and its operations;

AND WHEREAS: the Council of the Corporation of the Town of Huntsville deems it expedient to adopt an Accessibility Standards for Customer Service Policy;

NOW THEREFORE the Council of the Corporation of the Town of Huntsville hereby enacts an Accessibility Standards for Customer Service Policy, attached hereto as Schedule "A".

1. SCHEDULE

THAT the following schedule is attached and forms part of this by-law:

- (a) Schedule "A" - Accessibility Standards for Customer Service Policy.

2. EFFECTIVE DATE

THAT this By-law shall come into force and take effect upon receiving the final passing thereof.

READ a **FIRST** time and finally this 9th day of November 2009.

Claude Doughty
Mayor

Kathleen Gilchrist
Clerk

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READ a **SECOND** and **THIRD** time and finally passed this 9th day of November 2009.

Claude Doughty
Mayor

Kathleen Gilchrist
Clerk



CORPORATION OF THE TOWN OF HUNTSVILLE

ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE POLICY



**ACCESSIBILITY FOR ONTARIANS
WITH DISABILITIES ACT, 2005**

Ontario Regulation 429/07

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CORPORATION OF THE TOWN OF HUNTSVILLE

DEPARTMENT: CLERK'S DEPARTMENT	POLICY NUMBER: 2009-03
Policy Name: Accessibility Standards for Customer Service Policy	Date: November 9, 2009
Approval: Council	Effective Date: January 1, 2010

ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE

1.0 Purpose / Background Information

The *Accessibility for Ontarians with Disabilities Act, 2005* (the "AODA") is a Provincial Act with the purpose of developing, implementing and enforcing accessibility standards to improve accessibility across the Province.

Under the AODA, Ontario Regulation 429/07 entitled "Accessibility Standards for Customer Service" came into force on January 1, 2008. That Regulation establishes accessibility standards specific to customer service for public sector organizations and other persons or organizations that provide goods and services to members of the public or other third parties.

This policy is drafted in accordance with the Accessibility Standards for Customer Service (Ontario Regulation 429/07) and addresses the following:

- the provision of goods and services to persons with disabilities;
- the use of assistive devices by persons with disabilities;
- the use of service animals by persons with disabilities;
- the use of support persons by persons with disabilities;
- notice of temporary disruptions in services and facilities;
- training;
- customer feedback regarding the provision of goods and services to persons with disabilities; and
- notice of availability and format of documents.

2.0 Summary of Standard Requirements

The following is a summary of requirements for the Accessibility Standards for the Customer Service Policy:

1. Establish policies, practices and procedures on providing goods and services to people with disabilities.
2. Use reasonable efforts to ensure that policies, practices and procedures are consistent with the core principles in independence, dignity, integration and equality of opportunity.
3. Set a policy on allowing people to use their own personal assistive devices to access our goods and use our services and about any other measures our organization offers (assistive devices, services, methods) to enable them to access our goods and use our services.
4. Communicate with a person with a disability in a manner that takes into account his or her disability.
5. Allow people with disabilities to be accompanied by their guide dog or service animal in those areas of the premises we own or operate that are open to the public, unless the animal is excluded by another law. If a service animal is excluded by law, use other measures to provide services to the person with a disability.
6. Permit people with disabilities who use a support person to bring that person with them while accessing goods or services in premises open to the public or third parties.
7. Where admission fees are charged, provide notice ahead of time on what admission, if any, would be charged for a support person accompanying a person with a disability.
8. Provide notice when facilities or services that people with disabilities rely on to access or use our goods or services are temporarily disrupted.
9. Train staff, volunteers, agents and any other people who interact with the public or other third parties on our behalf on a number of topics as outlined in the Customer Service Standards.
10. Train staff, volunteers, agents and any other people who are involved, in developing our policies, practices and procedures on the provision of goods or services on a number of topics as outlined in the customer service standards.
11. Establish a process for people to provide feedback on how we provide goods or services to people with disabilities and how we will respond to any feedback. Make the information readily available to the public.
12. Document in writing all our policies, practices and procedures for providing accessible customer service and meet other document requirements set out in the standards.
13. Notify customers that documents required under the Customer Service Standards are available, upon request.

3.0 Our mission

The mission of the **Corporation of the Town of Huntsville** is to make reasonable efforts to ensure that its policies, practices and procedures are consistent **in providing quality goods and services that are accessible to all persons that we serve.**

4.0 Our commitment

In fulfilling our mission, the **Corporation of the Town of Huntsville** strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. **We** are also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

5.0 Application

This policy applies to all persons who deal with members of the public or other third parties on behalf of the Town, whether the person does so as an employee, member of Council, agent, volunteer, student on placement, or otherwise.

6.0 Definitions

Assistive Device: A device used to assist persons with disabilities in carrying out activities or in accessing the services of persons or organizations covered by the Customer Service Standard. (i.e. communication aids, cognition aids, personal mobility aids and medical aids, such as canes, crutches, wheelchairs or hearing aids)

Disability: defined under the “*Accessibility for Ontarians with Disabilities Act*” – “*AODA*”

- (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*.

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

Guide Dog: a guide dog as defined in section 1 of the *Blind Persons' Rights Act* is a dog trained as a guide for a person who is blind and having qualifications prescribed by the regulations under the *Blind Persons' Rights Act*.

Service Animal: any animal used by a person with a disability for reasons relating to the disability where it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or where the person provides a letter from a physician or nurse confirming that he or she requires the animal for reasons relating to his or her disability; or a valid identification card signed by the Attorney General of Canada or a certificate of training from a recognized guide dog or service animal training school.

Support Person: a 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.

7.0 Policy Statement

The Corporation of the Town of Huntsville is committed to providing quality goods and services that are accessible to all persons that we serve.

8.0 General Principles

The Provision of Goods and Services to Persons with Disabilities

The Town of Huntsville will use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

- the Town's goods and services are provided in a manner that respects the **dignity** and **independence** of persons with disabilities;
- the provision of the Town's goods and services to persons with disabilities are **integrated** with those provided to persons who do not have disabilities unless an alternative measure is necessary to enable a person with a disability to obtain, use or benefit from the Town's goods or services and,
- persons with disabilities are given an opportunity **equal** to that of persons without disabilities to obtain, use or benefit from the Town's goods and services.

9.0 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 and Civil Protection Act*.

Any reduction or suspension of services would be dictated by the nature and scale of the emergency and the resources allocated. The impacts of the emergency may destroy telecommunication systems; result in travel restrictions and closure of facilities.

10.0 Documentation

The municipality of Huntsville shall upon request, give a copy of the policies, practices and procedures required under the Ontario Regulation 429/07 – Accessibility Standard for Customer Service to any person upon request, *subject to MFIPPA*. The Town will provide the document, or the information contained in the document, in a format that takes the person's disability into account.

Notice of the availability of all documents required by the Accessibility Standards for Customer Service will be posted on the Town's website, and available through the Town Clerk's Office and the Huntsville Public Library.

11.0 Practices and Procedures - Appendix "I"

To implement this policy, staff shall:

- Establish practices and procedures
- Evaluate practices and procedures
- Revise practices and procedures as required

12.0 Sample Forms - Appendix "II"

- Forms
- Pamphlet

13.0 Review and Amendments

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. The Clerk, working with the Accessibility Advisory Committee, shall be responsible for the review and any subsequent amendments to this policy document. Review and amendments shall take place within the first year of each term of Council.

APPENDIX “I”

“BEST PRACTICES AND PROCEDURES”

1) WELCOMING CUSTOMERS WITH DISABILITIES

You can broaden your customer base by welcoming everyone to your municipality including customers with disabilities. By learning how to serve people with disabilities, you can attract more customers and improve your service to everyone.

TIPS ON HOW TO WELCOME CUSTOMERS WITH DISABILITIES

- Treat people with disabilities with the same respect and consideration you have for everyone else.
- Use *disability* or *disabled*, not handicap or handicapped.
- Remember to put people first. It is proper to say *person with a disability*, rather than disabled person.
- Patience, optimism, and a willingness to find a way to communicate are your best tools.
- Smile, relax, and keep in mind that people with disabilities are just people.
- Do not make assumptions about what type of disability or disabilities a person has.
- Some disabilities are not visible. Take the time to get to know your customers' needs.
- Be patient. People with some kinds of disabilities may take a little longer to understand and respond.
- If you are not sure what to do, ask your customer, "**May I help you?**"
- If you cannot understand what someone is saying, just politely ask again.
- Ask before you offer to help — do not just jump in. Your customers with disabilities know if they need help and how you can provide it.
- Find a good way to communicate. A good start is to listen carefully.
- Look at your customer, but do not stare. Speak directly to a person with a disability, not to their interpreter or someone who is with them.
- Use plain language and speak in short sentences.
- Do not touch or address service animals – they are working and have to pay attention at all times.
- Ask permission before touching a wheelchair or a piece of equipment.
- Every business should have emergency procedures for customers with disabilities. Make sure you know what the emergency procedures are.

2) COMMUNICATION - Terminology

Talk About Disabilities – Choose the Right Word

Words can influence and reinforce the public's perception of people with disabilities. They can create either a positive view of people with disabilities or an indifferent, negative depiction. Here are some general tips that can make your communication and interactions with or about people with all types of disabilities more successful.

- Use *disability or disabled*, not *handicap or handicapped*.
- Never use terms such as *retarded, dumb, psycho, moron or crippled*. These words are very demeaning and disrespectful to people with disabilities.
- Remember to put people first. It is proper to say *person with a disability*, rather than *disabled person*.
- If you do not know someone or if you are not familiar with the disability, it's better to wait until the individual describes his/her situation to you, rather than to make your own assumptions.

Many types of disabilities have similar characteristics and your assumptions may be wrong. The following preferred words and phrases will help you choose language that is neither demeaning nor hurtful.

People with disabilities prefer these terms.

INSTEAD OF	PLEASE USE
Afflicted by cerebral palsy, multiple sclerosis, arthritis, etc.	Person who has cerebral palsy Person who has multiple sclerosis Person who has arthritis, etc. Person with a disability
Aged (the)	Seniors
Autistic	A person with autism A person who has autism
Birth Defect, congenital defect, deformity	A person who has a congenital disability A person with a disability since birth
Blind (the), visually impaired (the)	A person who is blind A person with a vision disability A person with vision loss A person with a visual impairment A person with low vision

INSTEAD OF	PLEASE USE
Brain damaged	A person with a brain injury A person with a head injury
Confined to a wheelchair, wheelchair bound	A person who uses a wheelchair
Crazy, insane, lunatic, psycho, mental, mental patient, maniac, neurotic, psychotic, unsound mind, schizophrenic	A person with a mental health disability A person who has depression A person with schizophrenia
Cripple, crippled, lame	A person with a disability A person with a mobility impairment or, more specifically, a person who walks with crutches A person who uses a walker A person who uses a mobility aid A person with arthritis
Deaf (the), hearing impaired (the)	A person who is deaf (person with profound hearing loss (who communicates using sign language) A person who is deafened (deaf later in life) A person who is hard of hearing (person with hearing loss who communicates primarily by speech) A person with a hearing loss When referring to the deaf community & their culture (whose preferred mode of communication is sign language) it is acceptable use "the Deaf"
Deaf, dumb, deaf mute	A person who is deaf without speech
Differently Abled	A person with a disability
Elderly (the)	Seniors, older adults
Epileptic	Person who has epilepsy
Fits, spells, attacks	Seizures
Handicapped (the)	Person with a disability

INSTEAD OF	PLEASE USE
Hidden disability	Invisible disability
Invalid	Person with a disability
Learning disabled, learning disordered, the dyslexics	A person with a learning disability or people with learning disabilities
Mentally retarded, idiot, simple, retarded, feeble minded, imbecile	A person with an intellectual disability. A person with a developmental disability
Midget, Dwarf	A person of short stature A person who has a form of dwarfism A little person A person diagnosed with "Achondroplasia, SED, or whatever their specific diagnosis is", a form of dwarfism
Mongoloid, Mongolism	Person with Down Syndrome. One can use this terminology only when it is directly relevant. A person with an intellectual or developmental disability
Normal	Person who is not disabled Specifically, a person who is sighted, a hearing person, a person who is ambulatory
Patient	Person with a disability (The word patient may be used when referring to a relationship between a medical professional & a client)
Physically challenged	Person with a physical disability
Spastic	Person who has muscle spasms
Stutter	A person with a speech impairment or impediment
Victim of / suffers from / stricken with cerebral palsy, multiple sclerosis, arthritis, etc.	Person who has cerebral palsy Person who has multiple sclerosis
Visually impaired (the)	A person with a visual impairment A person with low vision A person with a vision disability

3) CUSTOMERS WITH VISION DISABILITIES

Vision disabilities reduce one's ability to see clearly. Very few people are totally blind. Many have limited vision such as tunnel vision, where a person has a loss of peripheral or side vision, or a lack of central vision, which means they cannot see straight ahead. Some can see the outline of objects while others can see the direction of light. Vision loss can result in:

- Difficulty reading or seeing faces
- Difficulty maneuvering in unfamiliar places
- Inability to differentiate colours or distances
- A narrow field of vision
- The need for bright light, or contrast
- Night blindness

Best practices and procedures for Customer Service:

Vision disabilities can restrict your customers' abilities to read signs, locate landmarks or see hazards. In some cases, it may be difficult to tell if a person has a vision disability. They may use a guide dog or white cane.

TIPS ON SERVING CUSTOMERS WHO HAVE VISION DISABILITIES

- Identify yourself when you approach your customer and speak directly to them.
- Speak normally and clearly.
- Never touch your customer without asking permission, unless it is an emergency.
- If you offer assistance, wait until you receive permission.
- Offer your arm (the elbow) to guide the person and walk slowly.
- Do not touch or address service animals – they are working and have to pay attention at all times.
- If you are giving directions or verbal information, be precise and clear. For example, if you are approaching a door or an obstacle, say so.
- Do not just assume the individual cannot see you.
- Do not leave your customer in the middle of a room. Show them to a chair, or guide them to a comfortable location.
- Identify landmarks or other details to orient your customer to the environment around them.
- Do not walk away without saying good-bye.
- Be patient. Things may take a little longer.

4) CUSTOMERS WHO ARE DEAF / HARD-OF-HEARING - BLIND

Deaf – Blindness is a combination of hearing and vision loss. The result for a person who is deaf-blind has significant difficulty accessing information and performing daily activities. Deaf - Blindness interferes with communication, learning, orientation and mobility. People who are deaf-blind communicate using various sign language systems – braille, telephone devices, communication boards and any combination thereof. Hearing loss can cause problems in distinguishing certain frequencies, sounds or words. A person who is deaf or hard-of-hearing may be unable to:

- Use a public telephone
- Understand speech in noisy environments
- Pronounce words clearly enough to be understood by strangers

Best practices and procedures for Customer Service:

Most people who are deaf-blind will be accompanied by an intervener, a professional who helps with communicating. Interveners are trained in special sign language that involves touching the hands of the client in a two-hand, manual alphabet or finger spelling, and may guide and interpret for their client.

TIPS ON SERVING CUSTOMERS WHO ARE DEAF - BLIND OR HARD-OF-HEARING

- Do not assume what a person can or cannot do. Some people who are deaf-blind or hard of hearing have some hearing or some sight, while others have none. Always ask how you can help. Do not shout.
- Attract the customer's attention before speaking. The best way is a gentle touch on the shoulder or gently waving your hand.
- Make sure you are in a well-lighted area where your customer can see your face.
- Look at and speak directly to your customer. Address your customer, not their interpreter.
- If necessary, ask if another method of communicating would be easier, for example a pen and paper.
- Do not put your hands in front of your face when speaking.
- Be clear and precise when giving directions, and repeat or rephrase if necessary. Make sure you have been understood.
- Be patient. Communication for people who are deaf may be different because their first language may not be English. It may be American Sign Language (ASL).
- If the person uses a hearing aid, try to speak in an area with few competing sounds.
- Do not touch or address service animals – they are working and have to pay attention at all times.

5) CUSTOMERS WITH PHYSICAL DISABILITIES

Physical disabilities include a range of functional limitations from minor difficulties in moving or coordinating one part of the body, through muscle weakness, tremors and paralysis. Physical disabilities can be congenital such as Muscular Dystrophy; or acquired, such as tendonitis. People who have arthritis, heart or lung conditions or amputations may also have difficulty with moving, standing or sitting. A physical disability may affect an individual's ability to:

- Perform manual tasks such as holding a pen, turning a key or grip a door knob
- Move around independently
- Control the speed and coordination of movements
- Reach, pull or manipulate objects
- Have strength or endurance

Best Practices and procedures for Customer Service

There are many types and degrees of physical disabilities, and not all require a wheelchair. It may be difficult to identify a person with a physical disability.

TIPS ON SERVING CUSTOMERS WHO HAVE PHYSICAL DISABILITIES:

- Speak normally and directly to your customer. Do not speak to someone who is with them.
- People with physical disabilities often have their own ways of doing things. Ask before you help.
- Be patient. Customers will identify their needs to you.
- Wheelchairs and other mobility devices are part of a person's personal space. Do not touch or move them unnecessarily, unless it's an emergency.
- Provide your customer information about accessible features of the immediate environment (automatic doors, accessible washrooms, etc.).
- Remove obstacles and rearrange furniture to ensure clear passage.
- Provide seating for those that cannot stand in line.

6) CUSTOMERS WITH SPEECH OR LANGUAGE IMPAIRMENTS

Speech disabilities involve the partial or total loss of the ability to speak. Typical disabilities include problems with:

- Pronunciation
- Pitch and loudness
- Hoarseness or breathiness
- Stuttering or slurring

Best practices and procedures for Customer Service

Some people have problems communicating. It could be the result of cerebral palsy, hearing loss, or another condition that makes it difficult to pronounce words, causes slurring or stuttering, or not being able to express one self or understand written or spoken language. Some people who have severe difficulties may use communication boards or other assistive devices.

TIPS ON SERVING CUSTOMERS WITH SPEECH OR LANGUAGE IMPAIRMENTS:

- Just because a person has one disability doesn't mean they have another. For example, if a customer has difficulty speaking; do not assume they have an intellectual or developmental disability as well.
- If you do not understand, ask your customer to repeat the information.
- If you are able, ask questions that can be answered 'yes' or 'no'.
- Be patient and polite, and give your customer whatever time he/she needs to get his/her point across.
- Do not interrupt or finish your customer's sentences. Wait for them to finish.
- Patience, respect and a willingness to find a way to communicate are your best tools.

7) CUSTOMERS WITH MENTAL HEALTH DISABILITIES

Mental Health disabilities include a range of disorders; however, there are three main types of mental health disabilities:

- Anxiety;
- Mood, and
- Behavioral

Best practices and procedures for Customer Service

People with mental health disabilities look like anyone else. You won't know that your customer has a mental health disability unless you are informed of it. Usually it will not affect your customer service at all. But if someone is experiencing difficulty in controlling their symptoms or is in a crisis, you may need to help out. Be calm and professional and let your customer tell you how you can best help.

TIPS ON SERVING CUSTOMERS WHO HAVE MENTAL HEALTH DISABILITIES:

Treat a person with a mental health disability with the same respect and consideration you have for everyone else.

- Be confident and reassuring. Listen carefully and work with your customer to meet their needs.
- If someone appears to be in a crisis, ask them to tell you the best way to help. If they are unable to respond, call 911.
- As cognitive difficulties accompany many mental disorders, extend yourself to assist your customer's understanding.

8) CUSTOMERS WITH INTELLECTUAL DISABILITIES

Intellectual Disabilities affect a person's ability to think and reason. It may be caused by genetic factors such as Downs Syndrome, exposure to environmental toxins, such as Fetal Alcohol Syndrome, brain trauma or psychiatric disorders. A person with an intellectual disorder may have difficulty with:

- Understanding spoken and written information
- Conceptual information
- Perception of sensory information
- Memory
- Adaptive Behaviour – Problem Solving

Best practices and procedures for Customer Service

People with intellectual or developmental disabilities may have difficulty doing many things most of us take for granted. Those disabilities can mildly or profoundly limit one's ability to learn. You may not be able to know that someone has this disability unless you are told, or you notice the way people act, ask questions or use body language.

As much as possible, treat your customers with an intellectual or developmental disability like anyone else. They may understand more than you think, and they will appreciate you treating them with respect.

TIPS ON SERVING CUSTOMERS WITH AN INTELLECTUAL OR DEVELOPMENTAL DISABILITY:

- Do not assume what a person can or cannot do
- Use clear, simple language
- Be prepared to explain and provide examples regarding information
- Remember that the person is an adult and unless you are informed otherwise, can make their own decisions
- Be patient and verify your understanding
- If you cannot understand what is being said, do not pretend. Just ask again.
- Provide one piece of information at a time
- Speak directly to your customer, not to their companion or attendant
- Offer suggestions on how a problem might be resolved

9) CUSTOMERS WITH LEARNING DISABILITIES

Learning disabilities include a range of disorders that effect verbal and non-verbal information acquisition, retention, understanding and processing. People with a learning disability have average or above average intelligence, but take in and process information and express knowledge in different ways. Learning disabilities can result in:

- Difficulties in reading
- Way finding
- Problem solving
- Processing information

TIPS ON SERVING CUSTOMERS WITH LEARNING DISABILITIES:

- Learning disabilities are generally invisible and the ability to function varies greatly – respond to any requests for verbal information, assistance in filling in forms and so on with courtesy.
- Allow extra time to complete tasks.
- As most customers with learning disabilities experience central auditory processing difficulties, always speak clearly and distinctly; and slowly only if requested.

10) DISABILITIES – SMELL, TOUCH, TASTE AND OTHER DISABILITIES

Disabilities are not always visible or easy to distinguish.

Smell Disabilities

Smell disabilities may involve the inability to sense smells or a hypersensitivity to odours and smells. A person with a smelling disability may have allergies to certain odours, scents or chemicals or may be unable to identify dangerous gases, smoke, fumes and spoiled food.

Touch Disabilities

Touch Disabilities may affect a person's ability to sense texture, temperature, vibration or pressure. Touch sensations may be reduced or heightened resulting in a hypersensitivity to touch, temperature, or the opposite, numbness and the inability to feel touch sensations.

Taste Disabilities

Taste disabilities may limit the experience of the four primary taste sensations; sweet, bitter, salty and sour. A person with a taste disability may be unable to identify spoiled food or noxious substances.

Other Disabilities

Other disabilities result from a range of other conditions, accidents, illnesses and diseases including ALS, asthma, diabetes, cancer, HIV/AIDS, environmental sensitivities, seizure disorders, heart disease, stroke, joint replacement, infertility, obesity, addiction, gender identity disorder and many other examples from recent caselaw.

11) CUSTOMERS WITH SERVICE ANIMALS AND SUPPORT PERSON(S)

What about a service animal or a support person accompanying a person with a disability?

Service Animals, such as guide dogs, offer independence and security to many people with various disabilities. Some laws general prohibit animals in certain areas – such as food preparation areas; however service animals are permitted in most public situations.

Support people assist people with disabilities in a variety of ways, by assisting with communication such as an intervener sign language interpreter, or as a Personal Support Worker providing physical assistance. A support person may also be a friend or relative that will assist the customer.

TIPS ON SERVING CUSTOMERS WITH SERVICE ANIMALS / SUPPORT PERSON:

- Every employee shall allow persons with disabilities to be accompanied by their guide dog or service animal unless the animal is excluded by law.
- Where an animal is excluded by law from the premises, the reason why the animal is excluded shall be explained to the person with a disability. Other arrangements to provide goods and services shall be explored with the assistance of the person with the disability. E.g. Food preparation areas.
- Where a service animal is unruly or disruptive (jumping on people, biting, or other harmful behaviour) an employee may ask the person with a disability to remove the animal from the area or refuse access to goods and services. Other reasonable arrangements to provide goods or services shall be explored with the assistance of the person with a disability.
- Persons with disabilities may be accompanied by their support person while accessing goods and/or services.
- Look at your customer, but do not stare. Speak directly to a person with a disability, not to their interpreter or someone who is with them.

SUPPORT PERSON - ADMISSION FEES – ADVANCE NOTICE

- Persons with disabilities may be accompanied by their support person while accessing municipal goods and / or services. Support persons are non-participants allowed free admission to the municipal goods and / or services being accessed by the person with a disability they are accompanying.
- A person with a disability may be asked for a letter from their physician or nurse confirming that a support person is required for assistance to accompany them or present an Access 2 Entertainment Card.
- **Note:** Charges cannot be waived by the municipality for private events held in municipal facilities. Signage giving advance notice shall be posted in a conspicuous place in the premises concerning the amount, if any, payable in respect of the support person.

12) NOTICE OF TEMPORARY DISRUPTIONS IN SERVICES AND FACILITIES

The Town is aware that the operation of its services and facilities is important to the public. However, temporary disruptions in the Town's services and facilities may occur due to reasons that may or may not be within the Town's control or knowledge.

People with disabilities may often go to a lot of trouble to access services, such as booking transit or arranging a ride. By providing notice, you can save that person an unnecessary trip.

Best Practices and Procedures for providing Notice

The Town will make reasonable effort to provide notice of the disruption to the public, including information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if any, that may be available. The Town will make reasonable effort to provide prior notice of planned disruption if possible, recognizing that in some circumstances such as in the situation of unplanned temporary disruption, advance notice will not be possible. In such cases, the Town will provide notice as soon as possible.

When temporary disruptions occur to the Town's services or facilities, the Town will provide notice by **posting the information in visible places** at all public entrances and service counters on our premises., or on the Town's **website** (www.huntsville.ca), or by **any other method that may be reasonable**, under the circumstances as soon as reasonably possible. E.g. Local Radio Station

13) ASSISTIVE DEVICES & ACCESSIBLE FEATURES

The term “assistive devices” refers to an auxiliary aid such as communication aids, personal mobility aids and medical aids (i.e. canes, crutches, wheelchairs, or hearing aids). The following assistance aids are available through Town of Huntsville:

a) Assistive Technology

i) Accessible Telephone Services



If enquiries for telephone services are received for persons with a hearing impairment, please refer them to Bell Canada which will act as a relay service to provide assistance. The Bell Relay Service operator is available to assist in placing or receiving calls to and from persons who use a TTY/teletypewriter. Information regarding this service is provided in the local telephone book under “Special Needs”. This specific relay service can be contacted by phone at 1-800-855-0511 or directly from a TTY by dialling 711 and is free of charge. There is no charge for local calls however, long distance charges may apply.

ii) **Tactile Map** – A large detailed floor plan of the Town Hall and the Algonquin Theatre is located on the wall in the front lobby (37 Main Street East). The map includes a tactile surface and Braille that will benefit persons who have a visual disability. There is Braille throughout the Civic Centre.

iii) Microphone Availability - Auditory Assistance

The Council Chambers is equipped with **microphones** for each Member of Council / Committee and one microphone at the delegations table and a portable microphone from the floor in the audience. **Listening Assisted Devices** will be available for patrons who use a hearing aid or who are hard of hearing in the Algonquin Theatre at no charge.



iv) Municipal Elections

Municipalities must meet or exceed the accessibility requirements of the *Municipal Elections Act* and the barrier-free design requirements of the *Ontario Building Code* when addressing the accessibility of municipal voting facilities. The Town of Huntsville shall have regard to the needs of the electors with disabilities when choosing an accessible location for voting.

- a) Shall instruct an “appointed” Designated Person to assist an elector, if needed, in order to allow a person with a disability to vote.
- b) Municipal candidates must provide candidate materials in accessible formats, upon request.

b) Assistive Accessible Design Features

i) Electronic Door Openers - Locations:

- **Huntsville Civic Centre**
Algonquin Theatre
Municipal Offices
37 Main Street East,
Huntsville, ON
Main Entrances – Front – 1st Floor / Rear of Building – 2nd Floor

- **Huntsville Centennial Centre**
Main Entrance and some Interior Doors
- **Huntsville Public Library**
Main Entrance

ii) Accessible Parking and Accessible Ramps

The accessible parking places for the above noted municipal buildings are connected or integrated with a barrier-free path of travel, painted and signed by an identifying marking consisting of the International Symbol and enforced for the persons with a disability. Accessible parking and ramps at all municipal building locations shall be cleared of snow as soon as practicable. Accessible Parking is enforced by the By-law Officers.



iii) Accessible Public Washrooms - Locations:

- Huntsville Civic Centre
“Algonquin Theatre” and “Municipal Offices”
- Huntsville Centennial Centre
- Chamber of Commerce

iv) Accessible Busing – Town of Huntsville

The Town of Huntsville has two accessible public transit buses which run daily. One bus is on a scheduled route and one is a specialized service which offers door-to-door pick up with 24 hours advance notice.

NOTICE FOR PUBLIC: Please refer to the Town of Huntsville website <http://www.huntsville.ca/residents/transit.htm> for full transit routes, schedule and fare information. Monthly and 12-ride passes can be purchased at the Huntsville Civic Centre – Municipal Office – 3rd Floor, or from the bus driver.

14) TRAINING

The Town will ensure that all persons to whom this policy applies receive training as required by the Accessibility Standards for Customer Service. The amount and format of training given will be tailored to suit each person’s interactions with the public and his or her involvement in the development of policies, procedures and practices pertaining to the provision of goods and services.

The content of the training will include:

- a review of the purposes of the *AODA*;
- the requirements of the Accessibility Standards for Customer Service (Ontario Regulation 429 / 07);
- instruction on the Town's policies, procedures and practices pertaining to the provision of goods and services to persons with disabilities;
- how to interact and communicate with persons with various types of disabilities;
- what to do if a person with a particular type of disability is having difficulty accessing the Town's goods or services;
- how to interact with persons with disabilities who use assistive devices or who require the assistance of a support person or service animal; and;
- information about the assistive devices is available on the Town's premises that may help with the provision of goods or services to persons with disabilities.

Timeline for Training

Training will be provided as soon as practicable upon an individual being assigned the applicable duties as well as on an ongoing basis as changes occur to the Town's policies, procedures and practices governing the provision of goods or services to persons with disabilities.

Records of Training

The Town will keep a record of the training dates, the number of individuals and names of individuals trained will be recorded for training administration purposes, subject to the *Municipal Freedom of Information and Protection of Privacy Act* ("MFIPPA").

15) FEEDBACK

The Town of Huntsville is committed to providing high quality goods and services to all members of the public it serves. Feedback from the public is welcomed as it may identify areas that require change and encourage continual service improvements.

Addressed to:

Municipal Clerk
(or designate)
Town of Huntsville
37 Main Street East
Huntsville, ON P1H 1A1

Phone: (705) 789-1751 Ext. 2237
Fax: (705) 789-6689
E-mail: kathleen.gilchrist@huntsville.ca

Information about the Feedback Process will be readily available to the public and Notice of the Process will be posted on the Town's website www.huntsville.ca and may be posted in other appropriate locations. Feedback from a member of the public about the delivery of goods and services to persons with disabilities may be given by telephone, in person, in writing, or in electronic format by completed the Feedback Form. The Feedback Form will be placed on the Town's website and also available at the Municipal Offices, Library and may be posted in other appropriate locations.

16) QUESTIONS ABOUT THIS POLICY

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of the policy is not understood, an explanation should be provided by, or referred to the Municipal Clerk, or designate, of the Town of Huntsville.

APPENDIX “II”

SAMPLE FORMS / PAMPHLET



- Notice – Admission Fees (if there are Admission Fees to be charged)
- Notice – Expected Service Disruption
- Notice – Unexpected Service Disruption
- Customer Feedback Form
- Record of Customer Feedback Form
- Training Record
- Pamphlet – “Town of Huntsville Accessibility Customer Service Policy” for insertion in the Tax Bill in spring of 2010. Pamphlet will be available at the Huntsville Civic Centre; Algonquin Theater – Entrance; Municipal Offices – 2nd and 3rd floor counters, Huntsville Public Library; Huntsville Centennial Centre and the Town of Huntsville website www.huntsville.ca .



Town of Huntsville

NOTICE

“ADMISSION FEES”

Admission Fee will be charged to a “Support Person” accompanying a person with disabilities. The cost will be \$_____.

DEFINITIONS:

- **“Persons with Disabilities”** shall mean those individuals that have a disability as defined under the *Accessibility for Ontarians Disability Act, 2005*.
- **“Support Persons”** shall mean any person whether a paid professional, volunteer, family member, friend who accompanies a person with a disability in order to help with communications, personal care or medical needs or with access to goods or services.



Town of Huntsville

NOTICE

EXPECTED SERVICE DISRUPTION

Notifying the Public about Disruptions in Service

There will be a scheduled service disruption at the _____.

The disruption will be from _____ until _____.

The disruption includes:

- _____
- _____

The following alternative services are available: _____

On behalf of the Town of Huntsville, we would like to thank you for your patience in this matter.

For questions or additional information contact: _____

Phone #..... E-mail and Fax #.....



Town of Huntsville

NOTICE

UNEXPECTED SERVICE DISRUPTION

Notifying the Public about Disruptions in Service

There has been an unexpected service disruption at the _____

_____.

The disruption will be from _____ until _____.

The disruption includes:

- _____
- _____

The following alternative services are available: _____

On behalf of the Town of Huntsville, we would like to thank you for your patience in this matter.

For questions or additional information contact:

Phone #..... E-mail..... and Fax #.....



Customer Feedback Form

Thank you for visiting the **Town of Huntsville**. We value all of our customers and strive to meet everyone's needs.

1	Date and Time of your visit:	
2	Did we respond to your customer service needs today?	<input type="checkbox"/> Yes <input type="checkbox"/> No
3	Was our customer service provided to you in an accessible manner?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> No (please explain below)
4	Did you encounter any problems in accessing our goods and services?	<input type="checkbox"/> Yes (please explain below) <input type="checkbox"/> Somewhat (please explain below) <input type="checkbox"/> No

Please add any other comments you may have:

Contact information (optional):

**Thank you,
Management**

*Please note: There may be privacy implications for organizations collecting personal information. Providers should seek their own legal advice regarding the privacy implications of collecting personal information in this manner.



Record of Customer Feedback

Date feedback received: _____

Name of customer **[optional]**: _____

Contact information (if appropriate)*: _____

Details:

Follow-up:

Action to be taken: _____

Date: _____

***Please note:** There may be privacy implications for organizations collecting personal information. Providers should seek their own legal advice regarding the privacy implications of collecting personal information in this manner.



ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE POLICY

TRAINING RECORD

Date:	
Location:	
Training Content:	
Trainer(s):	

	Name	Signature
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		
12		
13		
14		
15		

