

DEFINITIONS

The following are definitions as they appear in the AODA .

Disability - means;

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 coordination, blindness or visual impairment, deafness or hearing impairment, muteness or speech impediment, or physical reliance on a guide dog or another animal or on a wheelchair or other remedial appliance or device;

A condition of mental impairment or a development disability;

A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language.

Barrier - means;

Anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communication barrier, an attitudinal barrier, a technological barrier, a policy or practice.

FEEDBACK

The Township is required to provide information about the feedback process to the public. The Feedback Form can be obtained from CIS.

Offer as many communication methods for public feedback as possible (large print, e-mail, mail, walk-in).



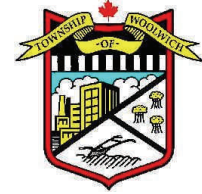
ACCESSIBLE CUSTOMER SERVICE

The Accessibility Standard for Customer Service, Ontario Regulation 429/07 was created under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA).

The Standard sets out obligations for certain persons, businesses and other organizations to provide goods or services in a way that is accessible to people with disabilities in Ontario.

For further details please refer to the Province of Ontario's Ministry of Communication and Social Services website or www.accesson.ca for details.

TOWNSHIP OF WOOLWICH



GUIDELINES FOR DELIVERING ACCESSIBLE CUSTOMER SERVICE

PRINCIPLES

DIGNITY
INDEPENDENCE
INTEGRATION
EQUALITY

FOR MORE INFORMATION ON THE POLICY OR TO REQUEST A LARGE PRINT FORMAT CONTACT COUNCIL AND INFORMATION SERVICES (CIS)

WHAT IS ACCESSIBLE CUSTOMER SERVICE?

Providing good customer service is the goal regardless of a person's ability. If you are not sure, just ask "How May I Help You?"

Refer to the Township's policy on accessible customer service for detailed principles and specific rules relating to: communication, assistive devices, support persons, service animals, service disruptions and feedback.

Copies of the policy are available from CIS.

COMMUNICATION

Provide communication in a way that is usable and meaningful to your customer.

Offer various methods such as: phone, in-person, electronic, hard-copy, etc.

Be patient, be clear, be concise, be respectful.

Provide a quiet environment and reduce background noise.

Ensure adequate lighting.

Provide assistance by asking "May I Help You".

Say goodbye and thank you when a customer is leaving.

ASSISTIVE DEVICES



An assistive device might be a cane, wheelchair, scooter, magnifier, grasping tool, oxygen package, hearing aids, note-taking devices, recording devices, service animal, etc.

Allow customers to keep and use assistive devices as needed.

Make room to accommodate if needed.

Do not touch a person's personal assistive device, or if you must, ask first.

SUPPORT PERSONS

A support person assists a person with a disability for the purposes of participation, communication, mobility, personal care, medical needs or access to services.

A support person might be a family member, friend, volunteer or paid personnel. Speak to your customer, not the support person.

Do not discuss confidential matters in the presence of a support person without first getting permission.

Where admission fees are charged for Township recreational programming, and a PAL card is presented, the support person is not required to pay admission.

Staff may reserve the right to require a person with a disability to be accompanied by a support person, if the support person is necessary to protect the health or safety of the person with a disability or the health or safety of other persons on Township property.

SERVICE ANIMALS

Service animals are animals that assist a person with a disability. They might open doors, pick up items, predict seizure, alert to sounds, etc.

Service animals are allowed to be with their owner at all times, unless otherwise prohibited by law. Specifically, a kitchen where food is prepared is one of the few municipal environments for disallowing service animals.

Do not pet or talk to a service animal.

If it is not clear if an animal is a service animal a medical note can be requested.



SERVICE DISRUPTIONS

Any disruption to services shall be posted at all pertinent locations and the Township website.

Notice of the disruption should be posted as soon as possible and the reasons for the disruption, anticipated duration and alternative options should be included.

Ensure signs are posted at all access points and that they are removed immediately after disruption is over.