



# **Town of Parry Sound**

## **Customer Service**

### **Manual**

# TABLE OF CONTENTS

<b>Content</b>	<b>Page</b>
Council's Statement	
<b>Accessible Customer Service - Section A</b>	
Customer Service Feedback Guidelines	A1 - A7
Customer Service Training Guidelines	A8
Accessibility Regulations for Contracted Services	A9
Communications Guidelines (Alternate formats and assistive device policy)	A10 - A12
Telephone Service Guidelines	A13
Accessible Meetings or Events Guidelines	A14 - A15
Disruption of Service Guidelines	A16
Provision of Notice Policy, dated December 4, 2007	A17 - A21
Service Animal Guidelines	A22 - A23
Support Person Guidelines	A24 - A25
<b>Best Practice - Section B</b>	
Best Practice when producing material or publications	B1
Why accessibility is good for your Business	B2
Understanding Barriers to accessibility	B3
Barriers and Solutions	B4 - B5
Terminology – choose the right word	B6 - B8
How to communicate using the Relay Service	B9
How to welcome customers with disabilities	B10
Customers with disabilities over the phone	B11
Delivering to customers with disabilities at home	B12
What you need to know about customers with mental health disabilities	B13
What you need to know about customers who are deaf or hard of hearing	B14
What you need to know about customers with intellectual or developmental disabilities	B15
What you need to know about customers with physical disabilities	B16
What you need to know about customers with speech or language impairment	B17
What you need to know about customers with vision disabilities	B18
What you need to know about customers who are deaf-blind	B19
Tips for guiding a customer who has vision loss	B20

# TABLE OF CONTENTS

<b>Content</b>	<b>Page</b>
<b>Best Practice - Section B</b>	
Instruction on helping someone with an Assistive Device	B21
Adaptive Technology Resource	B22 - B25
<b>Appendix - Section C</b>	
Customer Service Communication Plan	C1 - C2
Customer Service Training Plan	C3 - C13
Accessible Customer Service Feedback Form	C14
Customer Service Feedback Form	C15
Pedestrian Travel Concern Form	C16
Barrier Identification Form	C17
Website Feedback Form	C18
Disruption of Service Forms	C19 - C21
<b>Resources - Section D</b>	
Local Resources	D1
On-line Accessibility toolboxes - Ontario	D2
Community Organizations Offering Expertise and Services	D3

# CUSTOMER SERVICE MANUAL

## **Council's Commitment to Customer Service Statement:**

The Town of Parry Sound is committed to providing quality goods and services to all persons regardless of their ability.

Goods and services will be delivered in a way that preserves the dignity and independence of all persons regardless of their ability.

The provisions of goods and services will be integrated unless an alternate measure is necessary, whether temporary or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or services.

All persons regardless of their abilities will have equal opportunity, within reason, to access and benefit from the goods and services provided by the municipality.

## **Application:**

The policies in this manual shall apply to every person who deals with members of the public or other third parties on behalf of the Town of Parry Sound, whether the person does so as an employee, agent, volunteer or otherwise.

## **Purpose:**

The Customer Service Manual is to be used as a reference on the Town's Customer Service Policies. It was developed to provide consistent policy and training pertaining to the delivery of quality customer service and also, to fulfil the requirements set out in the Accessibility for Ontarian with Disabilities Act, 2005 - Accessibility Standards for Customer Service, Regulation 429/07

## **Supporting Documents:**

- Customer Service Guidelines
- Training Guidelines
- Telephone Service Guidelines
- Accessible Meetings or Events
- Communications Guidelines
- Alternate Format Guidelines
- Assistive Devices Guidelines
- Support Person Guidelines
- Service Animal Guidelines
- Disruption of Service Guidelines
- Continual Improvement - Customer Service Training Guidelines
- Forms
- Best Practices
- Resources

## **Documentation:**

Copies of this documentation will be made available upon request by any persons and in a format that takes in account the person's disability. A copy will be made available on the municipal website and a hard copy at each department.

## **Exclusion:**

The Customer Service Manual shall not apply during any period where the Mayor or designate has declared a "State of Emergency" as defined under the **Emergency Management Act**.

## **Contact Person:**

AODA Coordinator is responsible to assist staff, third parties or the public with the interpretation of, advice relating to, the policies herein.

Contact information:

Tammy Purdy

Town of Parry Sound

52 Seguin Street

Parry Sound, ON

P2A 1B4

(705)746-2413

(705)746-7461 fax

[accessibility@townofparrysound.com](mailto:accessibility@townofparrysound.com)

Further, will be responsible for the annual review process to update and educate all parties on said changes.

## **References:**

Ontarians with Disabilities Act, 2001

Accessibility for Ontarians with Disability Act, 2005

Accessibility Standards for Customer Service, Reg. 429/07

Accessibility Directorate of Ontario, Ministry of Community and Social Services -

Compliance Manual - Accessibility Standards for Customer Service,  
Reg 429/07

Guide to the Accessibility Standards for Customer Service, Reg 429/07

AMCTO - Ontario's Municipal Accessibility Toolkit

Workshop Materials Winter 2008

## **ACCESSIBLE CUSTOMER SERVICE - Section A**

Customer Service Feedback Guidelines

Communications Guidelines - (Alternate formats and assistive device policy)

Telephone Service Guidelines

Accessible Meetings or Events Guidelines

Disruption of Service Guidelines

Service Animal Guidelines

Support Person Guidelines

Customer Service Training Guidelines

# **CUSTOMER SERVICE POLICY**

## **Our Customer Feedback Policy**

The reason, the purpose of existence of the Corporation of the Town of Parry Sound is to provide services to its residents and ratepayers. Mayor & Council decide what those services are and the level of service that will be provided. Our goal is to continuously improve the delivery of those services. We cannot know if those services are being delivered effectively and according to Council's policies without procedures and the ability to measure.

Feedback from the public gives the Town of Parry Sound opportunities to learn and improve. We value feedback about our services and recognize the right of our residents and ratepayers to make a complaint, compliment or suggestion about our services. We are committed to using customer feedback to improve our services and focus on the needs of our customers.

Parry Sound customers will be treated keeping in mind the five (5) principles of Accessible Customer Services: independence, integration, dignity, equality of opportunity and respect.

## **Who are our Customers?**

Our definition of a customer is: "If you contact us for any reason, or you are affected by anything we do, you are one of our customers regardless of their abilities." Each Town department has identified a specific list of customers served by that particular department in its Business Plan which is updated annually.

## **Our Key Aims**

We will:

- Encourage easy access and will take in account a person ability – customers can give feedback online, in writing, in person, by fax, by email or by phone
- Record and analyze all complaints, compliments and suggestions
- Use plain language in all communications
- Set and monitor targets for responding to feedback
- Contact the customer, where we cannot resolve a complaint straight away, giving them a named contact person, phone number, e-mail address and a target date for a response
- Keep customers informed when we cannot send them a response within our target time
- Inform customers about their right to escalate a complaint when dissatisfied with our response

- Review each piece of feedback carefully to establish what lessons we can learn and if we can improve our services as a result

### **How do we publicize the customer feedback policy?**

We will publicize our customer feedback scheme by making information available:

- In our service information leaflets and publications
- In all of our customer reception areas and local service points, such as the library, Town Office, Stockey Centre, Operations Centre, the BOCC
- On our web site ([www.townofparrysound.com](http://www.townofparrysound.com))
- In an alternate format upon request, according to the Communication Guidelines.

### **How do we promote equality of access?**

We are committed to making sure that everyone has equal access to the customer feedback scheme. To achieve this we will:

- make sure that those with disabilities are able to understand and work within the Policy
- provide access to advocacy services
- promote the customer feedback scheme so that all sections of the community understand it and are confident to use it
- to treat people with respect and be open to ideas about how we can make access easier
- provide service, information taking in account person disability
- provide opportunity for citizens to use their assistive devices

### **Who can advise customers on how to give feedback about our services?**

A customer can get advice from any employee, the Mayor or member of Council.

### **Who can advise employees on the operation of the customer feedback scheme?**

Any employee can get advice from any member of the Cross Departmental Advisory Committee or of the Staff Management Committee.

### **Local Resolution**

We aim to deal with all feedback at the point of service delivery.

### **What is a compliment?**

- A compliment is when a customer gives us feedback about how we exceeded expectations in delivering a service or how an employee has gone the “extra mile” to serve them.

- We will record details and acknowledge receipt within 3 working days.
- The Director will write to the manager and/or individual employee to thank them for providing an excellent service to the customer.

### **What is a suggestion?**

A suggestion is when a customer comments in writing on how we can improve our delivery of a service.

How we will deal with a suggestion?

We will:

- Record details and acknowledge receipt within 3 working days.
- Send a response to the customer within 10 working days that either explains how we will implement the suggestion, investigate it further or why we are unable to implement the suggestion.
- Keep the customer informed about any delays.

### **What is a complaint?**

“Any expression of dissatisfaction, whether justified or not, about our services, employees or policies”

A complaint could include one or more of the following problems:

- We **delay** in providing a core service outside of Town policy
- We **fail or refuse to provide** a core service
- We provide a **poor quality** core service or make a mistake
- We provide an **inappropriate** service
- We **remove** or withdraw a core service
- We charge an inappropriate cost for a core service
- An **employee’s** behavior causes upset
- A **policy** unreasonably disadvantages a customer
- We unfairly **discriminate** against a customer
- A customer is unable to access a core service

### **Stage 1: Local Resolution**

The employee receiving the initial complaint will:

- Try to resolve the problem straight away
- Record details of the complaint

If we cannot resolve the complaint straight away, we will:

- Contact the customer within 3 working days to inform them who is dealing with the complaint and give them a deadline for our response
- Respond to the customer within 10 working days. If we have made a mistake, make sure we take action to put things right
- Keep the customer informed about any delays
- Inform the customer about their right to complain to the next stage if they are dissatisfied with our response

## **Stage 2: Service Investigation**

The CAO or a Director, who was not involved at the local resolution stage, will arrange a review of a complaint when:

- a customer complains when they are dissatisfied with our local resolution response
- We unreasonably fail to reply at the local resolution stage
- A senior manager requests a special investigation

The Director or CAO will:

- record details and acknowledge the complaint within 3 working days
- Respond to the customer within 20 working days
- If we have made a mistake, make sure we take action to put things right
- Keep the customer informed about any delays
- Inform the customer about their right to complain to the Mayor and/or Council if they are dissatisfied with our response
- will recognize that on occasion, customers will bypass the processes outlined in this policy by going directly to the Mayor and/or Councillor(s)

## **Stage 3: Corporate Review**

The Mayor and/or Council with or through the CAO will arrange a corporate review of the complaint, independent of the Director, when:

- A customer complains when they are dissatisfied with a service investigation
- We unreasonably fail to carry out a service investigation
- The CAO or a Director requests an independent review

The person carrying out the Corporate Review in Stage 3 will:

- Record details and acknowledge the complaint with 3 working days
- Respond to the customer within 20 days
- If we make a mistake, make sure we take action to put things right

- Keep the customer informed about any delays
- Inform the customer about their right to complain to the Local Government Ombudsman if they are dissatisfied with our response

### **What action can we take to put things right when things go wrong?**

If we make a mistake, we will apologize and try to take some practical action to put things right. We may ask the customer to suggest what they would like us to do. We will always try to put the customer back to the position that he or she would have been in but for our mistake. We will also try to ensure that the same mistake does not happen again.

We may decide that one or more of the following can be done to put things right:

- Provide or change a service to the customer
- Provide an explanation or information to the customer
- Review customer literature (leaflets, website, poster and so on)
- Review a policy or procedure
- Arrange training or guidance for employees
- Employee action (such as standards setting or change of key worker)
- Give a refund in appropriate circumstances
- Remove barrier from accessing core services

### **How do we deal with customers who remain dissatisfied after we have fully responded to their complaint?**

We will advise any customer who has completed all stages of our customer feedback scheme to contact the Local Government Ombudsman.

If the customer complains again about the same issue, the CAO may write to them informing them that we will not respond to future correspondence about the complaint unless the customer provides new evidence or makes a complaint about a different issue.

### **How do we deal with feedback about our contractors or partner agencies?**

We require any organization providing services on our behalf to comply with this scheme. We will develop protocols with partner agencies to make sure that feedback about a partnership organization's services is managed effectively.

We require our contractors to:

- Record and respond to customer feedback at the Local Resolution stage;
- Provide us with information when requested; and
- assist us with complaint investigations where necessary.

## **How do we deal with feedback received from elected representatives?**

We will use this Customer Feedback Policy to deal with feedback received from the Mayor or Councillor when made on behalf of a constituent.

## **How do we learn from feedback?**

Each piece of feedback from the public will be reviewed carefully to establish what we can learn and if we can improve our services. Department managers and staff should make operational improvements based on this feedback wherever possible. Learning from customer feedback must be included on the agenda for Staff Management Committee meetings.

We will monitor trends and performance in our handling of customer feedback by producing regular reports for local and senior managers. We will produce at a minimum, an annual report on the operation of our customer feedback policy for Mayor & Council, staff and our customers.

We will use performance indicators to track the performance of the scheme in each department. Through SMC and XDAC, we will regularly review:

- Type of feedback received (complaints, compliments, suggestions)
- Methods used to contact us (by phone, in writing, email and so on)
- Feedback from Mayor & Councillors
- Time taken to acknowledge and respond to customer feedback
- Responses completed in or outside of target time and outstanding responses
- Suggestion types and outcomes
- Complaint types and outcomes
- Complaint remedies
- Action taken to improve services (complaints and suggestions)
- Customer satisfaction with the process and outcome
- Quality of complaint responses
- Customer profiles??? (age, gender, ethnicity, locality and disability)

Every department will provide a representative to Cross Departmental Advisory Committee (XDAC) that will regularly review the effectiveness of our policy. XDAC will continually review the operation of the Customer Feedback scheme and involve customers, employees, members advice agencies and similar organizations. SMC and XDAC will also regularly audit the performance of the customer feedback scheme.

## **What complaints are excluded from our policy?**

We recognize that some complaints will be handled using other processes, including:

- A complaint that is being dealt with or was previously dealt with by legal proceedings
- An employee's complaint about personnel matters including pay, pensions, disciplinary and grievance issues
- A complaint about a service where we have no responsibility, such as a DSSAB service
- A complaint about a decision where a statutory appeal body or tribunal has been established to examine the case, such as planning applications
- A claim for damages that should be handled as an insurance claim
- A complaint about contract-related issues where an arbitration procedure already exists

# Training Policy

The Corporation of the Town of Parry Sound shall ensure that the following persons receive training about the provisions of its goods and / or services to persons with disabilities.

1. Every person who deals with members of the public or other third parties on behalf of the municipality, whether the person does so as an employee, agent, volunteer or otherwise.
2. Every person who participates in developing policies, practices and procedures governing the provision of goods or services to members of the public or other third parties.

The training will include a review of the purposes of the Accessibility for Ontarians with Disability Act, 2005 and the requirements of the Accessibility Standards for Customer Service and instruction about the following matters:

1. How to interact and communicate with persons with various types of disability.
2. How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person.
3. How to use equipment or devices available at the municipality's premises or otherwise provided by the municipality that may help with the provision of goods or services to a person with a disability.
4. What to do if a person with a particular type of disability is having difficulty accessing the municipality's goods or service.

The training will be provided to each person as soon as practicable after he or she commences employment.

Training will be provided on an ongoing basis in connection with changes to the policies, practices and procedures governing the provision of goods or services to person with disabilities.

The municipality will keep records of the training provided, detailing the dates on which the training was provided and the number of individuals to whom it was provided.

The municipality will prepare a document describing its training policy and the document will include a summary of the contents of the training and details when the training will be provided.

## **Accessibility Regulations for Contracted Services**

In accordance with Ontario Regulation 429/07, Accessibility Standards for Customer Service Section 6, every provider of goods and services shall ensure that every person who deals with members of the public or participates in the developing of the service providers policies, practices and procedures governing the provision of goods and services to members of the public, shall be trained on the following:

1. How to interact and communicate with persons with various types of disability.
2. How to interact with persons with disabilities who use assistive devices or require the assistance of a guide animal, or a support person:
3. How to use equipment that is available on the premises that may help in the provision of goods and services;
4. What to do if a person with a particular type of disability is having difficulty accessing the provider's goods or services, and
5. Information on the policies, practices and procedures governing the provision of goods and services to people with disabilities.

Contracted employees, third party employees, agents and others that provide customer service on behalf of The Corporation of the Town of Parry Sound must meet the requirements of Ontario Regulation 429/07 with respect to training.

An executed declaration is required prior to commencement of work that your company has or will train your employees, that deal with members of the public or participates in the developing of the service providers policies, practices and procedures governing the provision of goods and services to members of the public, on behalf of the Town of Parry Sound have received the above training. And further, will train all employees regarding the municipal policies. The use of the Province Transforming Customer Service - Serve Ability Training located at <http://www.mcsc.gov.on.ca/mcsc/serve-ability/splash.html> will be sufficient and the review of the enclosed Customer Service Manual - municipal policies.

For information regarding the content of this document, please contact:

The Corporation of the Town of Parry Sound Accessibility Coordinator

Tammy Purdy  
Accessibility Coordinator  
Town of Parry Sound  
52 Seguin St., Parry Sound, ON P2A 1B4

Phone: (705) 746-2101  
Fax: (705) 746-7461  
Email: [accessibility@townofparrysound.com](mailto:accessibility@townofparrysound.com)  
Website: [www.townofparrysound.com](http://www.townofparrysound.com)

# Communications

Council recognizes that everyone has the right to access public information. If a person cannot access a public document because of a disability, they are being denied their right to access. **The Town is committed to communicate with a person with a disability in a way that takes the person's disability into account, meaning that person's particular communication needs and circumstances are considered.**

The following are methods to achieve effective and accessible communications:

- \* making the original communication more accessible
- \* changing the usual method of communication
- \* using assistive devices or services

## 1. Making the original communication more accessible:

### Web-site

The Town's website shall provide easy access to information for all users by using the World Wide Web Consortium (W3C) standards as a guide to measure the current level of accessibility. The W3C is an international organization. Their goal is to develop standards, protocols, and guidelines to ensure that the benefits of web-based information is accessible to all people, whatever their hardware, software, network infrastructure, native language, culture, geographical location or physical or mental ability.

## 2. Changing the usual method of communication:

If a person is unable to access public information, printed and electronic materials may be available in multiple format as needed and/or upon request only. The best way to determine a person's communication preferences is to find out from the person directly - ask.

**MATERIAL PRINTED IN-HOUSE AND PUBLICATIONS PRODUCED ON BEHALF OF THE MUNICIPALITY SHOULD CONTAIN A NOTE INDICATING "MULTIPLE FORMATS ARE AVAILABLE UPON REQUEST/AS NEEDED ONLY" AND INCLUDE RELEVANT CONTACT INFORMATION.**

Requests should be honored in the most practical manner depending on the media chosen, the size and complexity of the document, the quality and source of the documents, the feasibility of the request (including the cost) and the number of documents to be converted.

Staff should make every attempt to respond to the request in the most practical manner and to the satisfaction of the requestor. If it is determined that the format requested is not feasible, then other alternative methods of providing the information should be explored that will still meet the needs of the requestor.

Town will make the following Multiple Formats available, upon request:

**Large Print** The enlargement of point size, 16-20 points or larger for the contents of the print documents in order to enable use by persons with various degrees of visual impairment.

**Accessible Adobe Acrobat PDA** - (portable document format) which is an electronic means of presenting information in order to enable various computer programs to convert the information in order to enable various computer programs to convert the information into a "readable" format.

**Audio Cassette/CD** - a tape or disk recording of a publication - Voice Print

**Diskettes** - when a publication is put on computer diskette, the user can gain access to the information through a computer connected to either a Braille printer, voice synthesizer, large print monitor or other system enabling device.

**Electronic Text** - An electronic means of presenting information in order to enable various computer programs to convert the information into readable format.

**HTML** Hyper Text Mark-Up Language is an electronic means of presenting information in order to enable various computer programs to convert the information into a readable format.

### **3. Using assistive devices or services:**

**A person with a disability may use an assistive device to obtain, use or benefit from the municipalities goods and services.** Examples of personal assistive devices: wheelchairs, scooters, walker, amplification devices that boost sound for listeners who are hard-of-hearing without reducing background noise, hearing aids, oxygen tanks, electronic notebooks or laptop computers, personal data managers, communication boards used to communicate using symbols, words or pictures, speech-generating devices that “speak” when a symbol, word or picture is pressed.

**To support a person who uses an assistive device, front line staff will be trained and familiar with various assistive devices that a customer may use to access goods or services.**

**Further, staff will be trained to use assistive devices available on premises, such as elevator, lift, Relay Services, amplifiers, etc.**

# TELEPHONE SERVICE STANDARDS

The Town of Parry Sound is committed to providing fully accessible telephone service to our customers regardless of their abilities. Staff will be trained to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.

The municipality will offer to communicate with customers by Telephone Relay Service if telephone communication is not suitable to their communication needs or is not available.

All staff should strive to meet the following level of service:

1. All citizens have the option of a live response during core business hours (8:30-4:30)

Staff who use voice mail should provide the caller with the option of leaving a message or pressing '0' and speaking with a person in the work area. The individual's name and extension number should be part of the greeting.

2. All voice mailboxes are to be updated when an individual is out of the office.

This is a best practice and lets callers know if an individual is out of the office and when they can expect a return call. If an individual expects to be out of the office for one or more business days, his or her voice greeting should reflect that they are out of the office and it should also advise the caller of the anticipated return date as well as identify whom to contact in his or her absence.

3. When there is no one designated to answer as a back-up, phones should be forwarded to voice mail when away from the workstation, including during non-business hours.

By forwarding telephone messages to voice mail the caller will go directly to voice mail without having to wait through a number of rings.

4. Calls from customers should be returned within three business days with, at minimum, an acknowledgment of the call.

# Public Accessible Meetings or Events

To provide equal access, within reason, to public meetings or public events efforts will be made to ensure that venues are accessible to people with disabilities. The key to accessibility is advanced planning. If a municipal site cannot be found to accommodate people with disabilities another venue will be investigated. If an accessible location is not available alternative means of participating will be utilized such as teleconference or video taping.

The following guidelines and the attached Best Practice are to assist in planning an accessible meeting or event.

When planning an meeting or event two components should be considered:

- \* physical access to the meeting space
- \* access to the contents and proceedings

## 1. Physical access to the meeting area

There are several aspects to the physical environment that should be considered to ensure the meeting area is accessible.

### A) **Choosing a location**

Items to consider when choosing a location include the following:

- \* Parking
- \* Entrances
- \* Washrooms
- \* Meeting rooms
- \* Doors
- \* White noise (background noise that may interfere with hearing)
- \* Visual fire alarms (for use by persons who are deaf, deafened or hard of hearing)
- \* Telephone access
- \* Customer service areas
- \* Recent renovations/current construction
- \* Availability of auditory equipment
- \* Sensitivity training of staff
- \* Relieving area/water bowls for service dogs

### B) **Exterior Access**

Items to consider when assessing exterior access include:

- \* Signage
- \* Parking
- \* Sidewalks/Path of Travel
- \* Accessible Transit

### **C) Interior Access**

Items to consider when assessing interior access include:

- \* Entrances and lobbies
- \* Elevators
- \* Accessible washrooms
- \* Hallways and corridors
- \* Meeting and conference rooms
- \* Making refreshment and dietary arrangements

## **2. Access to the contents and proceedings**

When planning your event it is important to remember to ensure the content of your event is also accessible.

- \* the accessibility features of the venue, and requests for accessibility accommodation will be indicated on meeting or event notices along with contact information.
- \* promotional materials or notices will include a note that asks participants to request any additional requirements they may have in order to participate in the meeting or conference.
- \* Printed materials will also be made available in alternate formats in accordance to municipal policy, where feasible.
- \* the agendas and minutes of all meetings will be available in alternate format in accordance to the municipal policy, where feasible.

For more information on accessible meetings and events  
[http://www.mcsss.gov.on.ca/english/how/howto\\_meeting.htm](http://www.mcsss.gov.on.ca/english/how/howto_meeting.htm)

# Disruption of Service

Recognizing that from time to time there are expected and unexpected service disruptions, such as: maintenance, renovations and repairs to facilities and entrances; sidewalk closures, technology that is unavailable, it is important to provide reasonable notice to inform customers of the disruption of service. Notification is especially important to persons with a disability because they often go to a lot of trouble to access goods and services.

**The Town will provide Public Notice for all planned or unexpected temporary disruptions to facilities, systems and services that are used to access the municipalities goods or services as outlined below.**

**If the temporary disruption is expected or planned, Public Notice must be provided a reasonable time in advance. If the temporary disruption is unexpected, Public Notice must be provided as soon as possible. In the event that all services are disrupted, such as power outage, Public Notice is not required unless the disruption significantly impacts on persons with a disability.**

**The Public Notice must include: the reason for the disruption, anticipated duration and a description of a suitable alternative.**

It will be communicated to the public in the manner as outline in the Town of Parry Sound, Provision of Notice Policy, dated December 4, 2007.

Examples of Public Notice for temporary disruption:

Public Notice for a minor temporary disruptions, i.e., repairs to washrooms, maintenance on elevator, lift maintenance, ramp closures, technology unavailable (website, interact, computers). Posting of a sign at all entrances at a height that will allow a person using a wheelchair to read or in a conspicuous place. Depending on circumstances and duration, notice may be provided on the municipal website.

Public Notice for major temporary disruptions, i.e, transit delays, sidewalk closure, parks or beach closure, road closures, fire hydrant flushing, temporary power outage, etc. The Public Notice will be communicated on the municipal website, a posting sign at the municipal entrances, and either radio or newspaper, best practice. Written or verbal notification may be required by staff to be initiated to inform persons impacted by the service interruption. Emergency Services will be contacted regarding all road closures or any disruption which will affect their operations.

# TOWN OF PARRY SOUND

## NOTICE POLICY

Council Approval Date: December 4 <sup>th</sup> , 2007	Policy Name: "Provision of Notice "
---	--

### **I. Purpose**

The Municipal Act, 2001, as amended, Section 238(2.1) requires that the procedural by-law provide for public Notice of meetings.

The Municipal Act, 2001, as amended by Bill 130, Section 270(1) para.4 requires that the municipality adopt and maintain a Policy with respect to "the circumstances in which the municipality shall provide Notice to the public and if Notice is to be provided, the form, manner and times Notice shall be given".

The requirements to give reasonable Notice to the public shall be deemed to be fulfilled upon completion of the actions dictated in this Policy.

Notwithstanding the Notice requirements dictated in this Policy, where the giving of Notice to the public is required by legislation, Council may provide additional Notice, reduce or amend such requirements upon passage of a resolution at a duly called meeting of Council, provided the motion dictates an alternate method of giving Notice deemed to be in a form and manner adequate to the circumstances. Where the giving of Notice to the public is not required by legislation, Council may waive the Notice requirements dictated in the Policy by passage of a resolution at a duly called meeting of Council.

### **II. Application**

Elected Officials and all Staff of the Town of Parry Sound

### **III. Policy Statement**

In recognition of the emphasis placed on transparency and accountability measures within the Municipal Act, the Town of Parry Sound believes citizens should be made aware of the business of the municipality. In order to facilitate citizen awareness the Town will provide Notice based on the following:

- development of a class system that identifies the circumstances of when Notice will be provided;
- establishment of Notice formats and Notice methods that provide consistent, accessible and readable information;
- development of minimum Notice time periods.

## **IV. Operating Principle**

The Notice provisions are based on the following principles:

- citizens should be able to be aware what, when and where the business of the municipality is being discussed;
- citizens should be able to discern when the business being discussed is likely to have an impact on them;
- adequate time should be provided to citizens so they can make submissions.

The following principles apply to the Notice:

- be provided as soon as possible;
- be distributed to a broad audience;
- should be given in a variety of manners;
- provide accurate, credible, accessible information in a usable format that is easy to understand while being open, inclusive and respectful;
- in some circumstances, be given directly to the affected individuals.

## **V. Operating Details**

### **Notice Format**

A common format will be used for giving Notice which ensures consistency and includes the following information:

- date, time, location, contact information, summary for what Notice is being given, how to obtain additional information, and how to register as a delegation to address Council (if appropriate).

A review process through the CAO's Office will be established for Class 3 Notices (outlined below) to ensure conformity and consistency. More than one format for Notices will be amended as required to accommodate various citizen needs ( vary font, size, colour, etc. ).

Individual departments will establish their own standards related to informal Notice and collecting information from the public for matters such as disruption to service, minor road construction/repairs, etc.

### **Emergency Provision**

If a matter or situation arises that, in the opinion of the CAO, in consultation with the Mayor, is considered to be of an urgent or time sensitive nature, or could affect the health and well-being of the residents of the Town of Parry Sound, or if a state of emergency is declared, or is so directed by a Provincial Ministry, the Notice requirements of this policy are waived and best efforts will be made to provide as much Notice as is reasonable under the circumstances.

## **VI. Notice Categories**

### **General Guidelines:**

- all references to days are calendar days, not business days.
- direct delivery includes hand delivery, facsimile and email.
- Notice can be provided through multiple channels including, Notice on website, newspapers, radio, television, direct mailing, and location signs.

### **Class 1 – Standard Council Operating Process (minimum 2 days Notice)**

This class refers to the normal operations of the Town of Parry Sound when Notice is provided of upcoming Council meetings.

The foundation for this class of Notice is the publication of the annual schedule of meetings and updates to the Schedule. The schedule will be available on the Town's website and is distributed in electronic or hard copy upon request. The schedule shows the time and date for each regular Council meeting.

Notice of Council meetings where the business of the municipality is being discussed is provided through the development of agendas. Notice shall be provided a minimum of 2 days in advance of the meeting by:

- posting of the Agenda to the Town's website,
- direct delivery to affected individuals where they have requested to be notified of an ..upcoming meeting or the Town is legislatively required to provide Notice.

A hard copy of the agenda for every Council meeting will be available from the Municipal Office located at 52 Seguin Street, Parry Sound, Ontario. Notice requirements do not apply to revised or consolidated agendas.

Notice of all Special Meetings of Council shall be posted on the Town's website and posted on the bulletin board located in the lobby of the Municipal Office. Notice of Special Meetings shall be provided a minimum of 24 hours in advance of the holding of the special meeting ( this Notice requirement excludes emergency meetings ).

### **Class 2 – Defined or Specific Issues (minimum 14 days Notice)**

The issues associated with this class of Notice are more specific and affect a smaller more contained population. These Notice provisions will take into consideration difference between communities of interest, and specific user groups. There are cases where the broad general Notice may still be required but some discretion is necessary. Notice is to be more flexible and directed at affected individuals. As an example the Notice provision will apply to the following but may not be limited to:

- sale of minor parcels of land;
- controlled access by-laws and amendments;
- road renaming, highway closing by-laws;
- consultation on localized road repairs where a Class Environmental assessment is not required;

A minimum of 14 days Notice will be provided utilizing the following methods:

- direct delivery or pre-paid first class mail to affected parties, that may include, but are not limited to, affected land owners/occupants, abutting land owners/occupants, license holders, stakeholders; and
- posting of Notice on Town website, and
- at the discretion of the Department Head, advertisement in a newspaper that is of sufficiently general circulation in the specific area.

### **Class 3 – Major Issues (minimum 21 days Notice)**

The issues associated with this class have a significant impact on the community. This Notice shall be directed to the broadest audience as the topics may be of interest to the Town as a whole.

Notice provisions will apply to the following:

- consulting with the public on the development of new and amending Council policies ..under the Municipal Act;
- consulting with the public on the development of new regulatory by-laws and amendments to those regulatory by-laws that affect general population i.e. amendment to pesticide or licencing by-laws;
- amendments to procedural by-law;
- proposed changes to governance structure (e.g. change of municipality name, change in size of Council);
- approval of fees and charges by-law;
- sale of land containing buildings or the sale of a lot as defined in the Planning Act;
- approval of the budget and any amendments resulting in an adjustment to the levy.

A minimum of 21 days Notice is required utilizing the following methods:

- advertising in a newspaper; and
- posting of Notice on Town website ;

### **Class 4 – Planned Service Disruptions (minimum 24 hours Notice)**

Departments shall provide Notice of planned service interruptions. Notice of the disruption should include information about the reason for the disruption, its anticipated duration and a description of any available alternative services. A minimum of 24 hours is required utilizing the following methods:

- direct delivery or pre-paid first class mail to affected parties, that may include, but are not limited to, affected land owners/occupants, abutting land owners/occupants, license holders, stakeholders; or
- posting of the information in a conspicuous place or on the premises as applicable; and
- posting of Notice on Town website.

### **Class 5 – Communicating Information (no Notice required)**

Where the Town publishes information that may be of interest to the Public, but there is no time frame for action regarding the report, and the time frame for Public Input has expired, there is no requirement to give Notice. Notice may be given of the availability of the document. If Notice is given regarding the document there is no restriction on how this Notice is given.

### **Class Environmental Assessment Process**

The Class Environmental Assessment process is not included in this Notice Policy. A separate notification and consultation process has been created for Class Environmental Assessments which will affect most major road, water and sewer construction projects.

# Service Animals

## Definitions:

**“Guide Dogs”** is a dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the Blind Persons’ Rights Act to act as a guide dog for people who are blind.

**“Service Animal”** includes animals used by people with autism, mental health disabilities, those with physical or dexterity disabilities but not limited to same. To be considered a Service Animal under this policy it must be readily apparent that the animal is being used because of a person’s disability.

**“Readily Apparent”** when it is obvious by appearance or by what it is doing. For example, it may be readily apparent that an animal is a service animal if it is wearing a harness, saddle bags, a sign that identifies it as a service animal or has a certificate or identification card from a service training school or an identification card from the Attorney General of Ontario. It may also be readily apparent if a person is using the animal to assist him or her in doing things, such as opening doors or retrieving items.

**“Exclusions under law”** - as defined in the Health Protection and Promotion Act, R.R.O 1990, Reg 562, ss. 59 & 60 and Food Safety and Quality Act, 2001, O. Reg. 31/05,s 44. Copies attached for your reference.

**Council recognizes that guide dogs and service animals are not pets - they are working animals. They are used by people with disabilities to overcome barriers; much like assistive devices such as a white cane or wheelchair.**

**Guide dogs and service animals, that are readily apparent, when accompanied by a person with a disability, are welcomed on all municipal premises where goods and services are open to the public and areas that are not open to the public but to third parties unless the animal is excluded by law.**

**When an animal is excluded by law - such as food preparation areas- the reason why the animal is excluded shall be explained to the person with disability. Other reasonable arrangements to provide goods and service shall be explored with the assistance of the person with disability.**

Some options to consider include:

- \* bringing goods or service to the person to an area where the animal is not restricted;
- \* offering a safe location where the service animal can wait, if the person is able to be separated from the animal while obtaining the service, and offering assistance to the person with a disability while they are separated from the service animal. For example, a person with vision loss might need someone to guide him or her.

**If it is not readily apparent to an average, informed person that the animal is a service animal, a letter from a doctor or nurse that states the animal is needed because of a disability is required. The letter need only explain that the animal is required because of a disability. The letter does not need to identify the disability, why the animal is needed or how it is used. A copy will be maintained in the municipal records management system in accordance with the Municipal Freedom of Information and Protection of Privacy Act.**

Not every situation will be straight forward. Be prepared to deal with special situations keeping in mind that Guide Dogs and Service Animals must be permitted by law to all public areas unless excluded by law.

Example: When you are serving a customer who has a service animal and a customer who has an allergy to animals.

Discuss the situation with both customers and make every effort to meet the needs of both individuals.

**When a service animal is unruly or disruptive (jumping on people, biting, or other harmful behaviour) the person with the disability may be asked to remove the animal from the area or refused access to goods or service. Other reasonable arrangements to provide goods or service shall be explored with the assistance of the person with disability.**

# Support Person

## Definitions:

**“Support Person”** - means, in relation to a person with a disability, another person who accompanies him or her in order to help communication, mobility, personal care or medical needs or with access of goods or services. O Reg. 429-07, s.4(8)

A person with a disability may be accompanied by a support person to assist with accessing goods and services. **Any person with a disability who is accompanied by a support person will be allowed to enter, together, all areas that are open to the public and third parties. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on the premises. Support persons will be permitted to stay with the person with a disability unless that person wishes matters to be dealt with privately.**

Privacy laws need to be considered when dealing with a person with a disability that is accompanied by a support person. **Where confidentiality is important because of the content of the information being discussed consent from the person with a disability to allow their support person to be present during discussions is required. Also, depending on the circumstance a confidentiality agreement may be required.**

It may be necessary in certain situations that a person with a disability be required by the municipality to be accompanied by a support person, i.e, swim program, skate program, transit, etc. A support person can only be mandated by the municipality if the 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. Any considerations on protecting health or safety should be based on specific factors and not on assumptions. One can not assume that because someone has a disability they are not capable of meeting health or safety requirements without assistance.

Considerations when determining whether to mandate a support person:

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. That risk is greater than the risk associated with other customers
3. That risk cannot be eliminated or reduced by other means
4. 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. The assessment of the risk is based on the individuals’s actual characteristics, not merely on generalizations, misconceptions, ignorance or fears about a disability.

People with disabilities who use a support person are often unable to attend places or participate in activities without that support person. To participate in activities with a fee, the person with a disability has to pay twice creating a financial burden on that person and may discourage that person from participating. In support of the persons with a disability, Town

venues requiring a fee will make concessions in fees when a person with a disability is accompanied by a support person under the following conditions:

1. When the venue requires (mandates) a support person to accompany a person with a disability. Under these circumstances no fees will be charged.
2. When the accessible seating or route is restricted or required location due to their disability ( i.e, sight or hearing challenges). Price should be no higher than the lowest available ticket price for both the support person and the person with a disability.
3. When a person with a disability is unable to attend without a companion. Price should be no higher than the lowest available ticket price for the support person.

The support person must be either the disabled person's employee or a regular member of the support team. The support person may be a member of the family. **All discussions pertaining to fee concession between staff, the person with a disability and the support person will be in private respecting the person with a disability's privacy. No documentation or proof will be requested, the word of the person with a disability will be sufficient. Any conflict or disagreements pertaining to fees will be handled by management.**

**All Town Venues requiring a fee for a support persons will provide notice, in advance, of the admission cost for the support persons so the customer with disabilities knows what to expect. A sign will be posted at all ticket booths, on all promotional materials, and on the website.**

## **BEST PRACTICES - SECTION B**

Best Practice when producing material or publications

Why accessibility is good for your Business

Understanding Barriers to accessibility

Terminology – choose the right word

How to welcome customers with disabilities

Customers with disabilities over the phone

Delivering to customers with disabilities at home

What you need to know about customers with mental health disabilities

What you need to know about customers who are deaf or hard of hearing

What you need to know about customers with intellectual or developmental disabilities

What you need to know about customers with physical disabilities

What you need to know about customers with speech or language impairment

What you need to know about customers with vision disabilities

What you need to know about customers who are deaf-blind

Tips for guiding a customer who has vision loss

Accessibility Symbols

Instruction on helping someone with an Assistive Device

Adaptive Technology Resource

## Best Practice:

When producing material or publications consider your audience and apply the following guidelines to assist in making your publications accessible:

- **Contrast** - use high contrast colours for text and background (e.g. black or dark blue on white)
- **Type Colour** - printed material is most readable in black and white
- **Point Size** - Keep text larger, preferably between 12 and 18 points. Use mix of upper and lower case letters for easier reading.
- **Leading** - leading is the space between line of text and should be at least 25 to 30 per cent of the point size.
- **Front Family and Font Style** - Use standard font with easily-recognizable upper and lower case characters (e.g. Arial and Verdana)
- **Font Heaviness** - Opt for fonts with medium heaviness and avoid light type with thin strokes
- **Letter Spacing** - Choose a monospaced font ( e.g. Arial and Verdada) rather than on that is proportionally spaced (e.g. Times New Roman)
- **Margins and Columns** - Separate text into columns to make it easier to read, use wide binding margins or spiral bindings, flat pages work best for vision aids such as magnifiers.
- **Paper Finish** - Use a matte or non-glossy finish to cut down on glare, avoid watermarks or complicated background designs.
- **Clean Design and Simplicity** - Use distinctive colours, sizes and shapes on the covers of materials to make them easier to tell apart.

●  
(Reference: *Canadian National Institute for the Blind, Print Clarity Standards June 2006*)

# Why Accessibility Is Good For Your Business!

## Did you know?

About 1.85 million people in Ontario (that's 15.5% of the population) have a disability.

47.2% of people over the age of 65 have disabilities.

## Are you missing potential customers?

Predictions are that the number of people with disabilities will continue to grow as our population ages. Don't lose this major market group to your competitors!

You want to do business with this growing population of people with disabilities because they:

- live with, work with, and influence the rest of our population – on average, 5 or 6 other people, such as colleagues, family members, business owners and other service providers.
- are loyal customers and consumers – they'll recommend your quality product or service. As business owners and service providers, you have a common goal. You want happy, satisfied customers whose needs are met. You want customers to feel comfortable and welcome to come back time and time again. And, if you do your job well, you can expect these customers to refer their friends, co-workers and family members.

Loyal customers and their families and relatives are the best customers you can have and the ones you want to keep. As our population ages, think about the fact that more of your existing loyal customers and potential new customers will be people with disabilities, their families, their friends and their caregivers.

Smart businesses will recognize the need for accessibility and make sure that consumers who shop, work or do business with them are satisfied. They will ensure that the barriers that may prevent customers from enjoying access to products, services and employment are eliminated and removed.

In the United States, which is implementing standards under the Americans with Disabilities Act, the hospitality industry has increased annual revenue by 12%. People with disabilities also represent a wealth of untapped employment potential.

# UNDERSTANDING BARRIERS TO ACCESSIBILITY

## **What is a barrier?**

A barrier is anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability.

## **There are many kinds of barriers.**

**Architectural** barriers may result from the design of the building, shape of rooms, size of doorways, or width of hallways, for example.

**Physical** barriers refer to objects added to the environment, such as doors, windows, elevators, furniture, bathroom hardware, etc.

**Information or communication** barriers make it difficult for people to receive or send information. For example, a person with a visual disability may not be able to read printed materials, read signs, locate landmarks, or see a hazard. A person with an intellectual disability may not understand information that is not expressed in plain language.

**Attitudinal** barriers refer to persons who do not know how to communicate with people with disabilities, or persons who display discriminatory behaviours.

**Technology** barriers refer to devices such as computers, telephones, inadequate or inappropriate assistive technologies.

**Systemic barriers** can result from an organization's policies, practices and protocols if they restrict persons with disabilities

## Appendix A: Barriers and Solutions

POSSIBLE BARRIERS	POSSIBLE SOLUTIONS
Vision Loss -----	-----
Staff are not aware of the need to describe goods or services when a person cannot read a sign.	<ul style="list-style-type: none"> <li>■ Make it standard practice to describe to customers the goods or services offered if they are unable to view them due to vision loss.</li> </ul>
Deaf, deafened, oral deaf, or hard of hearing-----	-----
Telephone services not accessible for customers who are Deaf, deafened, oral deaf or hard of hearing	<ul style="list-style-type: none"> <li>■ Incorporate use of TTY and Relay services in your telephone and services policies.</li> <li>■ Ensure staff are trained in, and practice using, TTY and Relay services.</li> </ul>
Staff are not aware of the need to paraphrase or repeat more slowly what is said to customers when the customer has not understood the message.	<ul style="list-style-type: none"> <li>■ Establish the practice of paraphrasing and repeating communications more clearly to customers upon request or using other means such as passing notes back and forth.</li> </ul>
Speaking to customers with hands covering the mouth which does not allow for lip-reading.	<ul style="list-style-type: none"> <li>■ Establish the practice of speaking clearly and making sure that nothing is covering the mouth when communicating with customers who lip-read.</li> </ul>
Loud music and poor acoustics, making hearing difficult for people using hearing aids.	<ul style="list-style-type: none"> <li>■ Establish the practice of having pen and paper available and communicate through note-writing.</li> </ul>
Intellectual/Developmental Disability---	-----
Use of complicate or technical language in customer service	<ul style="list-style-type: none"> <li>■ Establish the practice of using plain language and avoid technical language when communicating.</li> </ul>

<p><b>Ignoring customers who are more reserved or afraid to ask for help</b></p>	<ul style="list-style-type: none"> <li>■ <b>Establish the practice of building in extra time to deal with customers who need it and adjust the availability of other staff to help out as needed.</b></li> </ul>
<p><b>Learning Disability-----</b></p>	<p>-----</p>
<p><b>Providing complicated documents to customers without explanation or opportunity to discuss or ask questions.</b></p>	<ul style="list-style-type: none"> <li>■ <b>Establish the practice of discussing and explaining any documentation provided to customers.</b></li> </ul>
<p><b>Employees who are not flexible in offering alternative communication strategies or adequate time in providing service</b></p>	<ul style="list-style-type: none"> <li>■ <b>Make it standard procedure to break up lengthy conversations into a series of shorter ones. This may assist customers who need additional time to process certain types of information.</b></li> </ul>
<p><b>Mental Health Disability-----</b></p>	<p>-----</p>
<p><b>Negative stereotypes about people with mental health disabilities resulting in disrespectful or impatient treatment</b></p>	<ul style="list-style-type: none"> <li>■ <b>Add a training component to the regular training that staff receive on the needs of people with mental health disabilities.</b></li> <li>■ <b>Make it a standard procedure to break up lengthy conversations into a series of shorter ones and speak more slowly so that some customers will not feel overwhelmed with the information. This may help to prevent anxiety in some customers.</b></li> </ul>
<p><b>Physical Disability-----</b></p>	<p>-----</p>
<p><b>Failure of staff to offer assistance when some services require particular agility and/or motor skills</b></p>	<ul style="list-style-type: none"> <li>■ <b>Develop a policy that requires staff to assist customers in handling or reaching goods when requested.</b></li> </ul>
<p><b>Failure of staff to set aside convenient seating (close to rest rooms or exits)</b></p>	<ul style="list-style-type: none"> <li>■ <b>Establish the practice of setting aside convenient seating for people with physical disabilities.</b></li> </ul>
<p><b>Speech Impairment-----</b></p>	<p>-----</p>
<p><b>Verbal speech is the only form of communication used to interact with customers.</b></p>	<ul style="list-style-type: none"> <li>■ <b>Develop a policy that requires staff to have pen and paper on hand and communicate through note-writing when requested to do so</b></li> </ul>

# Talk About Disabilities - Choose the Right Words

Words can influence and reinforce perceptions of people with disabilities. They can create either a positive view of people with disabilities or an indifferent, negative depiction.

Here are some tips that can help make your communication with or about people with disabilities more successful:

- Use “disability” not “handicap.”
- Put people first. “Person with a disability” puts the focus on the person instead of their disability.
- For specific disabilities, say “person with epilepsy” or “person who uses a wheelchair.”
- Avoid statements that make it seem like a person with a disability should be pitied such as “victim of,” “suffers with,” or “stricken with” a particular illness or disability.
- If you’re not familiar with the disability, wait until the individual describes their situation to you, instead of making 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.

<b>Instead Of</b>	<b>Please Use</b>
Aged (the), the elderly	Seniors
Autistic	A person with Autism. A person with Autism spectrum Disorder
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 with vision loss. A person who is blind. A person with low vision.
Brain damaged	A person with a brain injury. A person with an acquired brain 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	<p>A person with a mental illness.</p> <p>A person with a mental disorder.</p> <p>A person with a mood disorder (for example, a person with depression, a person with bipolar disorder).</p> <p>A person with a personality disorder (for example, a person antisocial personality disorder).</p> <p>A person with an anxiety disorder (for example a person with obsessive-compulsive disorder).</p> <p>A person with an eating disorder (for example a person with anorexia nervosa, a person with bulimia).</p> <p>A person with schizophrenia.</p>
Cripple, crippled, lame, physically challenged	<p>A person with a disability.</p> <p>A person with a physical disability..</p> <p>A person with a spinal cord injury.</p> <p>A person who uses a walker.</p> <p>A person who uses a mobility aid.</p> <p>A person with arthritis.</p>
Deaf (the), hearing impaired (the)	<p>A person who is Deaf (for example, a person with profound hearing loss.).</p> <p>A person who is deafened (for example, a person who has become deaf later in life).</p> <p>A person who is hard of hearing (for example, person with hearing loss).</p> <p>When referring to the deaf community and their culture (whose preferred mode of communication is sign language) it is acceptable to use "the Deaf."</p>
Deaf and dumb, deaf mute	A person who is deaf.
Deaf-Blind (the)	Person who is deaf blind (for example, a person who has any combination of vision and hearing loss).
Epileptic	Person who has epilepsy.
Fits, spells, attacks	Seizures.
Handicapped (the), invalid, patient, the disabled.	Person with a disability.
Hidden disability, invisible disability	Non-visible disability

Learning disabled, learning disordered, dyslexic	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 little person. A person of short stature. A person who has a form of dwarfism.
Mongoloid, Mongolism, Downs	Person with Down Syndrome. A person with an intellectual or developmental disability.
Normal	A person without a disability. Person who is not disabled. Specifically, a person who is sighted, a hearing person, a person who is ambulatory.
Spastic	Person who has muscle spasms.
Stutterer	A person who stutters. A person with a communication disorder.
Victim of/suffers from/ stricken with cerebral palsy, multiple sclerosis, arthritis, etc.	Person who has cerebral palsy. Person who has sclerosis, etc. Person with a disability.
Visually impaired (the)	A person with a visual impairment. A person with low vision. A person with vision loss. A person with a vision disability.

## How to communicate using the Relay Service

1. Phone the Relay Service number (1-800-855-0511).
2. Tell the operator your name, the name of the person you are calling, and the number you wish to reach.
3. The operator will make the call for you. You speak to the operator as if you were talking directly to the person you are calling. For example, say : Hi, how are you doing:" Do not say: "Tell him I said hello."
4. Remember to say "Go Ahead: when you finish speaking, so the person on the other end will know it is their turn to speak.
5. If you normally speak ver quickly, the operator may ask you to speak mor slowly so your message can be typed while you are speaking. There will be brief silences as the operator types to the TTY user and the user replies.

You can find out more about this service at [www.bell.ca/specialneeds/](http://www.bell.ca/specialneeds/)

# How To Welcome Customers With Disabilities

Did you know that just over 15.5% of Ontarians have a disability? That's 1 in every 7 Ontarians and as the population ages that number will grow.

People with disabilities travel, shop and do business in your community with their friends and families, just like everyone else. By providing service that welcomes people with disabilities, you can offer better service to everyone. Treating all your customers with individual respect and courtesy is at the heart of excellent customer service.

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

Here are some ways you can provide better service to your customers with disabilities

- Treat people with disabilities with the same respect and consideration you have for everyone else.
- 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.
- Don't 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're not sure what to do, ask your customer, "May I help you?"
- If you can't understand what someone is saying, just politely ask again.
- Ask before you offer to help — don't 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 don't 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.
- Don't 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 they are.

## **Customers with Disabilities over the Phone**

**Here are some tips on serving customers with disabilities on the phone:**

- Speak normally, clearly and directly.**
- Don't worry about how their voice sounds. Concentrate on what's being said.**
- Be patient, don't interrupt and don't finish your customer's sentences. Give your customer time to explain him/herself.**
- Don't try to guess what your customer is saying. If you don't understand, don't pretend. Just ask again.**
- If you're not certain what was said, just repeat or rephrase what you've heard.**
- If a telephone customer is using an interpreter or a TTY line, just speak normally to the customer, not to the interpreter.**
- If your customer has great difficulty communicating, make arrangements to call back when it's convenient to speak with someone else.**

# Delivering To Customers With Disabilities At Home

Here are some tips on serving customers with disabilities at home:

- Don't arrive unexpectedly, and confirm the details before you arrive.
- Be patient. You may need to wait a few moments for your customer to open the door.
- Introduce yourself clearly. Some customers may not be able to read identity cards and may instead have a password. Check before you visit.
- Keep your customer up to date on what you're doing.
- If you need to move some of your customer's possessions, make sure that you leave their house exactly as when you arrived. For example, you don't want someone with a vision disability to trip because you moved the sofa.
- If you can't complete the job, clearly explain what will happen next. Make another appointment, and leave a contact number in case there are problems.

# What You Need to Know About Customers with Mental Health Disabilities

People with mental health disabilities look like everyone else. You won't know that your customer has a mental health disability unless you're informed of it. And 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.

Here are some 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.

## **What you need to know about Customers who are Deaf or Hard of Hearing**

**People who have hearing loss may be deaf or hard of hearing. Like other disabilities, hearing loss has a wide variety of degrees. Remember, customers who are deaf or hard of hearing may require assistive devices when communicating.**

**Here are some tips on serving customers who are deaf or hard of hearing:**

- Always ask how you can help. Don't 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.**
- Don't 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.**
- Don't touch or address service animals – they are working and have to pay attention at all times.**
- Any personal (e.g., financial) matters should be discussed in a private room to avoid other people overhearing.**
- 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.**

# What You Need to Know About Customers With Intellectual or Developmental Disabilities

People with intellectual or developmental disabilities may have difficulty doing many things most of us take for granted. These 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.

Here are some tips on serving customers who have an intellectual or developmental disability:

- Don't assume what a person can or cannot do.
- Use plain language and speak in short sentences.
- Make sure your customer understands what you've said.
- If you can't understand what's being said, don't pretend. Just ask again.
- Provide one piece of information at a time.
- Be supportive and patient.
- Speak directly to your customer, not to their companion or attendant.

# What You Need to Know About Customers With Physical Disabilities

There are many types and degrees of physical disabilities, and not all require a wheelchair. People who have arthritis, heart or lung conditions or amputations may also have difficulty with moving, standing or sitting. It may be difficult to identify a person with a physical disability.

Here are some tips on serving customers who have physical disabilities:

- Speak normally and directly to your customer. Don't 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.**
- Don't touch assistive devices, including wheelchairs, 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.**

# What You Need to Know About Customers With Speech or Language Impairment

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 oneself or understand written or spoken language. Some people who have severe difficulties may use communication boards or other assistive devices.

Here are some 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; don't assume they have an intellectual or developmental disability as well.
- If you don't 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.
- Don't 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.

# What You Need to Know About 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 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. Others may use a guide dog or white cane.

Here are some 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's an emergency.
- If you offer assistance, wait until you receive permission.
- Offer your arm (the elbow) to guide the person and walk slowly.
- Don't touch or address service animals – they are working and have to pay attention at all times.
- If you're giving directions or verbal information, be precise and clear. For example, if you're approaching a door or an obstacle, say so.
- Don't just assume the individual can't see you.
- Don't 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.
- Don't walk away without saying good-bye.
- Be patient. Things may take a little longer.

# **What You Need to Know About Customers Who Are Deaf-Blind**

**A person who is deaf-blind cannot see or hear to some extent. This results in greater difficulties in accessing information and managing daily activities. Most people who are deaf-blind will be accompanied by an intervenor, a professional who helps with communicating.**

**Intervenors 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.**

**Here are some tips on serving customers who are deaf-blind:**

- Don't assume what a person can or cannot do. Some people who are deaf-blind have some sight or hearing, while others have neither.**
- A customer who is deaf-blind is likely to explain to you how to communicate with them or give you an assistance card or a note explaining how to communicate with them.**
- Speak directly to your customer as you normally would, not to the intervenor.**
- Identify yourself to the intervenor when you approach your customer who is deaf-blind.**
- Don't touch or address service animals – they are working and have to pay attention at all times.**
- Never touch a person who is deaf-blind suddenly or without permission unless it's an emergency.**

# Tips for Guiding a Customer who has Vision Loss

The following are instructions and tips on guiding a customer with vision loss. For more information about guiding someone with vision loss visit [www.cnib.ca](http://www.cnib.ca)

- Ask first if your customer wishes to be guided.
- If the answer is “yes”; offer your arm. Ask which arm is better. Walk at a normal pace. The person will walk about a step behind. Announce handrails, doors (to the right/left, push/pull to open etc.) and describe the surrounding areas (such as what is in an aisle - shelves and sections).
- If you are guiding towards stairs:
  - ▶ Let the customer know if they have to walk up or down;
  - ▶ Approach the stairs head on, not at an angle and come to a full stop in front of the stairs;
  - ▶ Lead or guide your customer to the rail side to allow them to take hold of it;
  - ▶ Let them find the first step and then start to climb or descend the stairs;
  - ▶ Try to be one step ahead and announce the last step.
- If you are going through a narrow doorway, passage, etc., the guide goes first, after explaining the circumstances and describing the area.
- Upon entering a room, offer to describe the dimensions and the location of people and furniture.
- If the person wishes to sit, offer to guide him/her and place his/her hand on the back of the chair.
- Keep the person informed when others approach or leave.
- If you must leave the individual alone, do not leave him or her standing in the middle of the room, with nothing to hold onto. If he/she is not seated, guide him/her to a door, wall, or piece of furniture to stand next to. This will help the person to stay spatially oriented.
- If your customer is accompanied by a guide dog, stand to the right of your customer, as the guide dog is usually at the owner’s left side. When guiding a customer with a dog, offer your left arm, but if the person you are guiding prefers to hold your right arm, that’s okay too.
- When the customer has a guide dog, offer to open the door first, before doing so. The customer may be using the door’s location as a reference point, or he/she may prefer to do it without assistance to protect the dog’s paws.

# **Instructions on Helping Someone with an Assistive Device**

**Many of your customers with disabilities will have their own personal assistive devices. Don't touch or handle an assistive device without permission.**

**Examples of personal assistive devices:**

- ▶ **wheelchairs**
- ▶ **scooters**
- ▶ **walker**
- ▶ **amplification devices that boost sound for listeners who are hard-of-hearing without reducing background noise**
- ▶ **hearing aids**
- ▶ **oxygen tanks**
- ▶ **electronic notebooks or laptop computers**
- ▶ **personal data managers**
- ▶ **communication boards used to communicate using symbols, words or pictures**
- ▶ **speech-generating devices that "speak" when a symbol, word or picture is pressed**

## **Moving personal Assistive Devices**

**If you have permission to move a person in a wheelchair remember to:**

- **wait for and follow the person's instructions;**
- **confirm that your customer is ready to move;**
- **describe what you are going to do before you do it;**
- **avoid uneven ground and objects that create a bumpy and unsafe ride; and**
  
- **practice considerations and safety - don't leave the person in an awkward, dangerous or undignified position such as facing a wall or in the path of opening doors.**

**Do not move items or equipment, such as canes and walkers, out of your customer's reach.**

**Respect your customer's personal space. Do not lean over them or on their assistive device.**

**Let your customer know about accessible features in the immediate environment ( automatic doors, accessible washrooms, etc.)**

# **Adaptive Technology Resource Centre**

## **Technical Glossary**

### **Accessible online Learning Tools**

These are not only online education sources, but also other resources and programs related to online learning tools and accessible learning resources in general.

### **Alternative Keyboards**

Alternative keyboard layouts and other enhancements allow people who experience difficulty with conventional keyboard designs to use computers.

### **Alternative Mouse Systems**

Alternative pointing devices, trackballs and keypads are used to replace the mouse.

### **Animated Signing Characters (also called Signing Avatars)**

Animated signing characters are a technology for displaying signed communication without the necessity of displaying a digitized video of a human signer

### **Braille Embosser**

A Braille Embosser is a hardware device for "printing" a hard copy of electronic text documents in Braille.

### **Closed Circuit Television (CCTV)**

Closed Circuit Televisions (CCTV's) allow users to quickly magnify any objects placed under a camera unit: CCTV's vary in sizes from portable pocket-sized units to stationary cameras with large displays.

### **Display-based Personal Data Assistants**

Display-based Personal Data Assistants (or PDAs) are handheld computers. PDAs were originally used mainly for organizational purposes and acted as electronic day planners, but new technology has led to their increased usage in many different tasks that were formerly only possible with a home computer.

### **Electronic Aids to Daily Living Systems**

Electronic Aids for Daily Living (EADL) are simply devices, or systems that allow individuals to control facets of their environment.

### **Grammatical Support Tools**

Grammatical support tools allow people who have difficulties with grammar to make their computing and writing tasks much easier.

### **Haptic Devices**

A haptic interface is a device which allows a user to interact with a computer by receiving tactile feedback. This feedback is achieved by applying a degree of opposing force to the user along the x,y, and z axes.

### **Linux Accessibility**

Linux is a free, open-source Operating System distributed under the Free Software Foundation's GNU General Public License (GPL) that has grown in popularity in the past few years. Because of the non-commercial nature of Linux, the accessibility options can be hard to find. These links are a starting point for Linux accessibility.

### **Non-Display based Personal Digital Assistant**

Personal Digital Assistants (PDA) are portable computers that are designed to act as organizers, note takers and/or communication devices.

### **On-Screen Keyboards**

An onscreen keyboard generally appears on the same display used for programs and will remain permanently visible. The keyboard can then be accessed using pointer devices. In the simplest sense appointed is a standard mouse, but through the use of alternative pointer devices or switches a large number of disabilities can be accommodated.

### **Optical Character Recognition / Reading Software**

Optical character recognition (OCR) is the process of converting an image of text, such as a scanned paper document or electronic fax file, into computer-editable text.

### **Refreshable Braille Display**

Refreshable Braille Displays are electronic devices that are used to read text that a computer sends to a monitor. The device is connected to the computer by a serial cable and produces Braille output on the Braille display. Refreshable Braille displays only read one line of text at a time.

### **Screen Magnifiers**

Screen magnification software enlarges the information on the screen by pre-determined incremental factor. Magnification programs run simultaneously and seamlessly with the computer's operating system and applications.

### **Screen Readers and Talking Browsers**

Screen readers are used to replace the visual display traditionally viewed on a monitor for those with visual disabilities. Hardware and software produce synthesized voice output for text display on the computer screen, as well as for keystrokes entered on the keyboard.

### **Speech Synthesizer**

An external speech synthesizer is a hardware device used for speech output. Typically, they are used with screen readers or OCR/scanning software [Optical Character Recognition] programs for people who are blind or visually disabled.

### **Switches**

Switches are a common solution for users with mobility disabilities who need to use computers or other electronic devices, but have difficulty with the physical interface.

## **Talking Browsers and Email software**

### **Text to speech**

Text-to-Speech software is used to convert words from a computer document (e.g. word processor document, web page) into audible speech spoken through the computer speaker.

### **Voice Output Communication Aids**

Voice Output Communication Aids (VOCA) / Speech Generating Devices (SGD) are electronic devices that are able to generate printed and/or spoken text. They aid individuals who are unable to use natural speech to meet all of their communication needs.

### **Word Prediction**

Word prediction technology is used to assist with text entry. These software packages predict the word you are typing and the next word based on word frequency and context.

## **Appendix - Section C**

**Customer Service Communication Plan  
Training Plan  
Training Report Form  
Accessible Customer Service Feedback Form  
Customer Service Feedback Form  
Pedestrian Travel Concern Form  
Barrier Identification Form  
Website Feedback Form  
Disruption of Service Forms**

<b>Project Task Tracker - Communication Plan</b>				
<b>#</b>	<b>Tasks/Activities</b>	<b>Comments/Discussions</b>	<b>Partners</b>	<b>Time Frame</b>
<u>1</u>	Educating staff on the feedback process and policies	*informed staff- keep staff up to date and aware of policies *General Staff Meeting - updates and training etc *spreading the word - give knowledgeable advice on the Customer Service Feedback Policy and policies	Accessible Coordinator	
<u>2</u>	Elect a spokes person or key person to implement program	*to manage and review Customer Feedback forms and *ensure the proper departments completes follow up to collate results for evaluation of the program	Accessible Coordinator and XDAC	
<u>3</u>	Community Awareness - Informing the public of Council's commitment to Customer Service and Customer Service Feedback Policy	*use various communication venues, such as: * Mayor's Corner - commitment statement and feedback process *Town website - commitment statement and feedback process *Facts Sheet or pamphlets detailing Council's Commitment to Customer Service, feedback process and importance of input from the community.- place at all Town facilities, Chamber, DBA kiosk, Georgian Bay Country and town transit. *Suggestion Box to submit evaluation forms and suggestions/feedback. To implement at all Town facilities that are open to the public. *SONL - all newsletters will have information on the Customer Feedback Policy	Accessible Coordinator	

<b>Project Task Tracker - Communication Plan</b>				
<b>#</b>	<b><i>Tasks/Activities</i></b>	<b><i>Comments/Discussions</i></b>	<b><i>Partners</i></b>	<b><i>Time Frame</i></b>
<u>4</u>	To promote equal opportunity to access the civic process and provide input/feedback on service	<p>*signage at reception areas advising customers that alternate formats and individual assistance/service are available.</p> <p>*alternate format symbol on all public information advising people of its availability.</p> <p>*signage advising of the opportunity to provide input/feedback</p> <p>*example Walmart - courtesy desk.</p>		
<u>5</u>	Report Evaluation Findings to the community.	*Annual Report - promote customer feedback policy and report evaluation of the program - demonstrate to the public that their feedback is important - gain support and commitment to the program	.	

**CUSTOMER SERVICE TRAINING**  
**AODA Regulation 429/07**

<b>#</b>	<b>Objective</b>	<b>Comments/Discussions</b>	<b>Partners</b>	<b>Time Frame</b>
<u>1</u>	To achieve compliance with the customer service training requirements reg 429/07 by Jan./10	in accordance to the AODA all staff, volunteers, contractors and any other person who interact with the public or other third parties on behalf of the municipalities must be trained on providing customer service to people with disabilities	Accessibility Coordinator	ongoing

**CUSTOMER SERVICE TRAINING**  
**AODA Regulation 429/07**

<b>#</b>	<b>Objective</b>	<b>Comments/Discussions</b>	<b>Partners</b>	<b>Time Frame</b>
	<b>Customer Service Training for Council.</b>	<p>Donna Besman report on training received at the AMCTO workshop in March 2008 pertaining to AODA and the new Customer Service Regulations.</p> <p>AODA powerpoint presentation pertaining to the Customer Service Regulations. Also, the introduction and passing of the 2008 AODA plan - council meeting</p> <p>Individual training and the attendance of workshops offered by other agencies pertaining to the legislation. To provide documentation or certificate for recording purposes and personnel file.</p> <p>To attend Customer Service Training Workshop - providing customer service to people with disabilities. Must provide copy of certificate for recording purposes and personnel file. If unable to attend workshop must complete in house training before December 31, 2009. Must provide completion certificate for recording purposes and personnel file.</p>	<p>Donna B</p> <p>Accessibility Coordinator</p> <p>Individual Councillor</p> <p>Accessibility Coordinator</p>	<p>April 2007</p> <p>January 2008</p> <p>ongoing</p> <p>May 12, 2009 During Community Living month</p>

**CUSTOMER SERVICE TRAINING**  
**AODA Regulation 429/07**

<b>#</b>	<b>Objective</b>	<b>Comments/Discussions</b>	<b>Partners</b>	<b>Time Frame</b>
	<b>Customer Service Training for Council</b>	<b>Customer Service Feedback Policy and Manual training. Presentation to Council pertaining to the policies implemented to satisfy the AODA and the Customer Service Manual</b>	<b>Accessibility Coordinator</b>	<b>completed June 2009</b>
	<b>Customer Service Training for Council</b>	<b>To provide continuous training through presentations at Council meetings pertaining to updates to the legislation, policy changes and customer service training, i.e., assistive devices, communications, best practices</b>  <b>The Customer Service Manual detailing policies and information on how to provide service to persons with a disability will be placed for reference at each department reception area.</b>	<b>Accessibility Coordinator</b>  <b>Accessibility Coordinator</b>	<b>ongoing</b>  <b>reference</b>

**CUSTOMER SERVICE TRAINING**

**AODA Regulation 429/07**

#	<i>Objective</i>	<i>Comments/Discussions</i>	<i>Partners</i>	<i>Time Frame</i>
	<p><b>Customer Service Training for Management Team</b></p>	<p>Donna Besman report on training received at the AMCTO workshop in March 2008 pertaining to AODA and the new Customer Service Regulations.</p> <p>AODA powerpoint presentation pertaining to the Customer Service Regulations. Also, the introduction and passing of the 2008 AODA plan - council meeting</p> <p>Individual training and the attendance of workshops offered by other agencies pertaining to the legislation. To provide documentation or certificate for recording purposes and personnel file.</p> <p>AODA powerpoint presentation pertaining to the Customer Service Regulations - General Staff Meeting.</p> <p>To attend Customer Service Training Workshop - providing customer service to people with disabilities. Must provide copy of certificate for recording purposes and personnel file If unable to attend workshop must complete in house training before December 31, 2009. Must provide completion certificate for recording purposes and personnel file.</p>	<p>Donna B</p> <p>Accessibility Coordinator</p> <p>individual staff member</p> <p>Accessibility Coordinator</p> <p>Accessibility Coordinator AMCTO</p>	<p>April 2007</p> <p>January 2008</p> <p>ongoing</p> <p>February 26/09</p> <p>May 12, 2009 During Community Living month Event</p>



**CUSTOMER SERVICE TRAINING**  
**AODA Regulation 429/07**

#	<i>Objective</i>	<i>Comments/Discussions</i>	<i>Partners</i>	<i>Time Frame</i>
	<p><b>Customer Service Training for Fulltime - All staff.</b></p>	<p>Individual training and the attendance of workshops offered by other agencies pertaining to the legislation. To provide documentation or certificate for recording purposes and personnel file.</p> <p>AODA powerpoint presentation pertaining to the Customer Service Regulations - General Staff Meeting.</p> <p><b>INSIDE WORKERS AND MANAGERS WHO DO NOT ATTEND STAFF MANAGEMENT COMMITTEE MEETINGS:</b>            To attend Customer Service Training Workshop - providing customer service to people with disabilities. Must provide copy of certificate for recording purposes and personnel file.            If unable to attend workshop must complete in house training before December 31, 2009. Must provide completion certificate for recording purposes and personnel file.</p> <p><b>OUTSIDE WORKERS, LEADHAND:</b>            To complete in house training before December 31, 2009. Must provide completion certificate for recording purposes and personnel file.</p>	<p>individual staff member</p> <p>Accessibility Coordinator</p> <p>Accessibility Coordinator AMCTO</p> <p>Accessibility Coordinator</p>	<p>ongoing</p> <p>February 26/09</p> <p>May 12, 2009 During Community Living Month Event</p> <p>commencing in June 2009</p>



**CUSTOMER SERVICE TRAINING**  
**AODA Regulation 429/07**

#	<i>Objective</i>	<i>Comments/Discussions</i>	<i>Partners</i>	<i>Time Frame</i>
	<p><b>Customer Service Training for Summer staff, Part time staff, Casual Staff, Appointed Committee's, Fire Fighters and Volunteers</b></p>	<p>To complete in house training before December 31, 2009. Must provide completion certificate for recording purposes and personnel file.</p> <p>Customer Service Feedback Policy and Manual training to be reviewed with supervisor - the sections that are applicable to their job. Ex. Swim program - service animals, support person, disruption of service, feedback policy or parks maintenance - disruption of service, obstruction of sidewalk by-law, feedback policy. Audio presentation.</p> <p>Must complete the Ontario government training program - "Serve Ability- Transforming Ontario's Customer Service" with supervisor. Must provide completion certificate for recording purposes and personnel file.</p> <p>The Customer Service Manual detailing policies and information on how to provide service to persons with a disability will be placed for reference at each department reception area. It is the supervisor's responsibility to ensure staff <u>know where to locate said manual</u></p>	<p>Accessibility Coordinator</p> <p>Accessibility Coordinator and supervisor</p> <p>Supervisor</p> <p>Accessibility Coordinator</p>	<p>commence in June</p> <p>within the first month</p> <p>within the first month</p> <p>Reference</p>

**CUSTOMER SERVICE TRAINING**  
**AODA Regulation 429/07**

#	<i>Objective</i>	<i>Comments/Discussions</i>	<i>Partners</i>	<i>Time Frame</i>
	<p><b>Customer Service Training for New staff</b></p>	<p><b>Customer Service Feedback Policy and Manual training. Part of Human Resources Orientation</b></p> <p><b>must complete the Ontario government training program - “Serve Ability- Transforming Ontario’s Customer Service” with supervisor. Must provide completion certificate for recording purposes and personnel file.</b></p> <p><b>To receive in-house customer service training - AODA powerpoint presentation pertaining to the Customer Service Regulations and Customer Service Training Workshop.</b></p> <p><b>Customer Service Feedback Policy and Manual training to be reviewed with supervisor.</b></p>	<p><b>Accessibility Coordinator</b></p> <p><b>self &amp; supervisor</b></p> <p><b>Accessibility Coordinator</b></p> <p><b>supervisor</b></p>	<p><b>within the first month</b></p> <p><b>within the first month</b></p> <p><b>when available</b></p> <p><b>within in first month</b></p>

**CUSTOMER SERVICE TRAINING**  
**AODA Regulation 429/07**

#	<i>Objective</i>	<i>Comments/Discussions</i>	<i>Partners</i>	<i>Time Frame</i>
	<p><b>Customer Service training for third parties - contractors</b></p> <p><b>Customer Service Training for third parties - service providers</b></p>	<p>commencement of the tender process provide relevant information pertaining to policies affecting them in the Town's Customer Service Manual, ie, Feedback Policy, by-law such as Obstruction of Sidewalk By-law, Disruption of Service Policy. Also, provide Resource Manual on how to provide customer service to people with a disability. Third party must sign a declaration that they will review and adhere to the policies and will provide customer service training to all staff that will deal with the public.</p> <p>such as: Hammond's transit - drivers, dispatch from both conventional system and specialized system. To attend in house Customer Service Training Workshop - providing customer service to people with disabilities and Customer Service Feedback Policy and Manual training.</p>	<p>Department involved in the tender process or contracting process</p> <p>Accessibility Coordinator</p>	<p>reference</p> <p>June 2009</p>
	<p><b>Additional - Training Customer Service Training for Front line staff - reception</b></p>	<p>instruction on using equipment or devices available at their premises or that the municipality provides, that may help people with disabilities access municipal service such as: lift, Relay Service, elevators, website access features, alternate formats.</p>	<p>Facility manager IT personnel</p>	<p>before Dec. 31, 2009</p>

**CUSTOMER SERVICE TRAINING**  
**AODA Regulation 429/07**

#	<i>Objective</i>	<i>Comments/Discussions</i>	<i>Partners</i>	<i>Time Frame</i>
	Customer Service Training for Customer Service Coordinator	receive train the trainer education to assist with training of new staff and ongoing training at the General Staff meetings.	Accessibility Coordinator	March 2009

# **ACCESSIBLE CUSTOMER FEEDBACK FORM**

Thank you for visiting \_\_\_\_\_ . We value all of our customers and strive to meet everyone's needs.

Please tell us the date and time of your visit:

Did we respond to your customer service needs today?

Yes  No

Was our customer service provided to you in an accessible manner?

Yes  Somewhat  No  (please explain below)

Did you have any problems accessing our goods and services?

Yes  (please explain below) Somewhat  (please explain below)

No

Please add any other comments you may have:

Contact information (optional):

Thank you.  
Management

---

Please Note: In accordance with the Municipal Freedom of Information and Protection of Privacy Act, the information gathered is collected pursuant to the Municipal Act S.O. 2001 and will be used for the purpose of feedback on accessible customer service.

**CUSTOMER SERVICE FORM**

**####**

**Customer Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Address:** \_\_\_\_\_ **Phone:** \_\_\_\_\_

**Information Taken by :** \_\_\_\_\_ 1- Telephone 2 - Letter 3 - In Person 4. Other \_\_\_\_\_

**Nature of Information:** \_\_\_\_\_ 1- Request for Service 2 - Concern 3 - Commendation

**Information:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Information Taken by:** \_\_\_\_\_

**Office Use Only**

**Information Forwarded to:** \_\_\_\_\_ **0 - Dealt With Issue Myself (not forwarded)**

1 - Public Works 2 - Planning & Development 3 - Fire 4 - Finance 5 - By-Law 6 - Building 7 - Parks & Recreation  
8 - Public Utilities 9 - Director or Mayor & Council regarding Policy 10 - Other \_\_\_\_\_

**Forward received by:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Response to Customer:** \_\_\_\_\_ 1 - By Phone 2 - In Person 3 - In Writing \_\_\_\_\_ **Date:** \_\_\_\_\_

**Recommendation and / or Action Taken:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**File Closed:** \_\_\_\_\_ 1 - yes 2 - yes and copy returned to Customer

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Green - retain in file Yellow - Appropriate Dept.**



**Pedestrian Travel  
Concern**

Date

Name	Telephone Number
------	------------------

Address

**Area of Concern**

1. Indicate the area of concern  
 Curb    Push button at traffic signal    Snow clearing  
 Ramp    Pedestrian Signal Heads/Timing    Sidewalk  
 Other (Specify):

2. Location of barrier (A barrier is defined as an obstacle or obstruction in pedestrian travel)  
 Please be specific and detailed in your description (e.g. northwest corner of AA Street and BB Street).

3. Frequency of travel  
 Daily    Weekly    Other (Specify):

4. Please indicate if there are sidewalk issues (check if applicable):  
 Section missing    Tilts on one side    Broken or damaged    Sections are raised  
 Under construction for an extended period    No sidewalk    Snow/ Ice covered  
 Other (Specify):

5. Please indicate if there are **traffic signal or push button issues** (*check all if applicable*)  
 No curb cut    Curb cut too steep    No tactile warning    Other (*Specify*):

6. Please indicate if there are **traffic signal or push button issues** (*check all applicable*)  
 Button not accessible    Button malfunctioning/broken    Other (*Specify*):  
 Audible not working    Insufficient crossing time

**Additional Comments:** \_\_\_\_\_  
\_\_\_\_\_

Completed forms may be mailed to or faxed to: 705 746 7461

Operations Department  
52 Seguin Street  
P2A 1B4

The Town of Parry Sound Barrier Identification Form and the Accessibility Advisory Committee are working to remove barriers to access for persons with disabilities. Please help us to improve corporate services in our community for persons with disabilities by taking a few moments to let us know about any barriers you experience or any suggestions you have to improve the Town sites and services.

1. What is the barrier?

---

---

---

2. Where is the barrier?

---

---

3. Have you spoken you a town staff person about the barrier and if so whom did you speak with?

---

---

---

4. How would you fix the barrier?

---

---

---

5. Other comments.

---

---

6. How much does the barrier affect you?

Daily Impact       Occasional Impact       Seasonal Impact

---

---

---

Mail of drop off to:

The Town of Parry Sound, Tammy Purdy, Accessibility Coordinator, 52 Seguin Street, Parry Sound, ON, P2A 1B4

For alternate formats or assistance to complete this form call 705-746-2101

Your contact information will be held in strictest confidence at this office and will only be used to contact you if further details are needed. Only the information regarding the barrier will be forwarded to the appropriate contact for follow-up.

Your Name, Phone Number / E-Mail address

# **CUSTOMER SERVICE FEEDBACK**

## **Website**

**The Town of Parry Sound is committed to making its web site accessible to all persons regardless of their abilities.**

**If you use assistive technology and the format of any content on this web site interferes with your ability to access the information, please contact:**

**Tammy Purdy  
Accessibility Coordinator  
Town of Parry Sound  
52 Seguin Street  
Parry Sound, ON  
P2A 1B4  
(705)746-2413  
(705)746-7461 (FAX)  
accessibility@townofparrysound.com**

**Please indicate the nature of your accessibility issue or suggested changes, the web address (URL), the preferred format in which receive any information you could not access, and your contact information. The Town will work towards making the web page or feature accessible or to provide the information to you in a format that is accessible.**

# Notice

## ADMISSION FEES

Admission fee shall be changed to a “support person” accompanying person with disabilities. The cost will be \$

\_\_\_\_\_.

### Definitions:

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

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

# Notice

## Service Disruption

There will be a scheduled service disruption at the \_\_\_\_\_ municipal office. This Disruption will be from \_\_\_\_\_ until \_\_\_\_\_.

These disruptions include:

- \_\_\_\_\_ (Repairs to doors)
- \_\_\_\_\_ (Repairs to technology)

On behalf of the Town of Parry Sound we will like to thank you for your patience in the matter.

# Notice

## DISRUPTION IN SERVICE

There is currently an unexcepted service disruption. The estimated time of the service disruption will be from \_\_\_\_\_ to \_\_\_\_\_.

These disruptions include:

\_\_\_\_\_ (repairs to doors)

\_\_\_\_\_ (repairs to technology)

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

# **RESOURCES - SECTION D**

**Local Resources**

**On-line Accessibility Toolboxes - Ontario**

**Community Organizations Offering Expertise and Services**

## **Local Resources**

**Within the Town of Parry Sound the local service providers for seniors and people with disabilities are:**

<b>The Friends</b>	<b>27 Forest Street</b>	<b>746-5102</b>
<b>Community Mental</b>	<b>26 James Street</b>	<b>746-4264</b>
<b>Health Unit</b>	<b>70 Joseph Street</b>	<b>746-6091</b>
<b>RISE</b>	<b>17-D Bay Street</b>	<b>746-6996</b>
<b>Shoppers Drug Mart</b>	<b>90 Bowes Street</b>	<b>746-2932</b>
<b>Deaf Camp</b>	<b>Rosseau Road</b>	<b>378-2898</b>
<b>CNIB Camp</b>	<b>Lake Joseph</b>	<b>375-2630</b>
<b>Hammond Transportation</b>	<b>6 Mill Lake Road</b>	<b>746-5430</b>
<b>Community Care Access Centre</b>	<b>6 Albert Street</b>	<b>773-4602</b>
<b>Mun. Social Services</b>	<b>3 Birchwood Drive</b>	<b>746-7777</b>
<b>District Health Council</b>	<b>17 James Street</b>	<b>746-2123</b>
<b>Children's Aid Society</b>	<b>25 Church Street</b>	<b>746-9354</b>
<b>Ontario Works</b>	<b>76 Church Street</b>	<b>746-8886</b>
<b>Parry Sound District Housing</b>	<b>100 - 70 Isabella Street</b>	<b>774-9600</b>
<b>WPS Assoc. Community Living</b>	<b>38 Joseph Street</b>	<b>746-9330</b>

# RESOURCES

On-line Accessibility toolboxes - Ontario

Accessibility for Municipalities - [www.accessibilitytoolbox.com](http://www.accessibilitytoolbox.com)

On-line toolbox developed in partnership with AMCTO and the Accessibility Directorate of Ontario.

AccessOn - [www.accesson.ca](http://www.accesson.ca)

On-line toolbox developed by the Accessibility Directorate of Ontario of the Ministry of Community and Social Services

Accessibility Tools for Municipalities

On-line toolbox developed by the Ministry of Municipal Affairs and Housing  
<http://www.mah.gov.on.ca/Page157.aspx>

Making Ontario Accessible for People with Disabilities: AODA Compliance Assistance Centre -

[www.mcsc.gov.on.ca/mcsc/english/pillars/accessibilityOntario/accesson/compliance/](http://www.mcsc.gov.on.ca/mcsc/english/pillars/accessibilityOntario/accesson/compliance/)

Accessibility Standards for Customer Service

Ontario Regulation 429/07 Made Under the Accessibility for Ontarians with Disabilities Act, 2005

[www.e-](http://www.e-laws.gov.on.ca.html/source/regs/english/2007/elaws_src_regs_r07429_e.htm)

[laws.gov.on.ca.html/source/regs/english/2007/elaws\\_src\\_regs\\_r07429\\_e.htm](http://www.e-laws.gov.on.ca.html/source/regs/english/2007/elaws_src_regs_r07429_e.htm)

Guide to Accessibility Standard for Customer Service, Ontario Regulation 429/07 Available in pdf, Word and .html formats at:

[www.mcsc.gov.on.ca/mcsc/english/pillars/accessibilityOntario/accesson/compliance/customer/compliance\\_guidelines](http://www.mcsc.gov.on.ca/mcsc/english/pillars/accessibilityOntario/accesson/compliance/customer/compliance_guidelines)

Accessibility Standards for Customer Service: Summary of Requirements

[www.mcsc.gov.on.ca/mcsc/english/pillars/pillars/accessibilityOntario/accesson/compliance/customer/customer\\_summary](http://www.mcsc.gov.on.ca/mcsc/english/pillars/pillars/accessibilityOntario/accesson/compliance/customer/customer_summary)

**Community Organizations Offering Expertise and Services - look for an office near you.**

**Adaptive Technology Resource Centre - University of Toronto**

<http://atrc.utoronto.ca?>

**Canadian Association of Independent Living Centres \_ Virtual Independent Living Resource Centre**

<http://www.ilcanada.ca/>

**Canadian Hearing Society**

<http://www.chs.ca/>

**Canadian Hearing Society - Resources, provincial Supports and Guidelines, Website and more**

<http://chs.ca/info/es/appendix.html>

**Canadian Mental Health Association Ontario**

<http://www.lcnib.ca/en/Default.aspx>

**Canadian Paraplegic Association Ontario**

<http://www.cpaont.org/client/home.ch2>

**CNIB Canadian National Institute for the Blind**

<http://www.cnib.ca/en/Default.aspx>

**Canadian Association for Community Living**

<http://www.cacl.ca/english/index.html>

**Multiple Sclerosis (MS) Society of Canada**

<http://www.mssociety.ca/en/help/default.htm>

**Ontario March of Dimes**

<http://www.marchofdimescanada.ca/>

**The Easter Seal Society Ontario**

<http://www.easterseals.org>