

What if a person with a disability has a suggestion or comment on how we deliver services?

We welcome any comments on the provision of goods or services to people with disabilities. Comments can be directed to:

Clerk's Department

E-mail: info@plympton-wyoming.ca

Telephone: 519-845-3939

Fax: 519-845-0597

In person, or in writing:

The Corporation of the Town of Plympton-Wyoming
546 Niagara Street, Box 250
Wyoming, ON N0N 1T0

Website

<http://plympton-wyoming.com/>

The Clerk's Department will respond either in writing, in person, by e-mail or by telephone acknowledging receipt of feedback and will set out the action to be taken in response to any complaints. Customers can expect a response within thirty (30) days.

The Corporation of the Town of Plympton-Wyoming

Accessible Customer Service Policy

The Corporation of the Town of Plympton-Wyoming provides goods or services to all residents, including those with disabilities. Reasonable efforts will be made to ensure that:

- Goods and services will be provided in a manner that respects the dignity and independence of persons with disabilities.
- The provision of goods and services to persons with disabilities, and others, will be integrated unless an alternate measure is necessary, whether temporarily or permanently, to enable a person with a disability to obtain, use or benefit from the goods and services.
- Persons with disabilities will be given an opportunity – equal to that given to others – to obtain, use and benefit from the goods and services.
- Persons with disabilities may use assistive devices and/or support persons in the access of goods and services.

Understanding Accessible Customer Service



The Corporation of the Town of Plympton-Wyoming



Background

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

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

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

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

What is Accessible Customer Service?

Accessible customer service can mean many things. Mostly, it is the understanding that each

individual may need a slightly different type of accommodation.

For example, a person who is blind may need to have information read aloud to them; an individual with a learning disability may need to have instructions written down; and someone who uses a wheelchair may need help in finding a route they can use.

Accessible customer service is good customer service. Therefore, service is courteous, helpful and prompt.

What can I do?

Always start with people first. In language, that means saying “person with a disability”, rather than “a disabled person”. In any interaction, it means addressing the person’s service needs, rather than focusing on the disability.

Take some time to understand what some of the various disabilities involve. However, be careful not to jump into conclusions! Each person and each disability is different. It is helpful to know a little about how to best communicate, interact, and assist people with disabilities.

Most importantly, relax! People with disabilities are generally aware they may need some accommodations and will work with you. Just remember to ask how you can help.

What happens if for some reason we can't serve a person with a disability?

It is possible that from time to time there will be disruptions in service, such as an automated door under repair, renovations that limit access to an area, or technology that is temporarily unavailable. If a disruption in service is planned, and expected, the Town will provide reasonable notice.

We understand that people with disabilities may often go to a lot of trouble to access services, such as booking transit or arranging a ride. By providing notice, we hope to save that person an unnecessary trip. Notice can be provided on the website, over the phone, or in writing.

In the event of an unexpected disruption in service, the Town will provide notice in a variety of ways and as quickly as possible. Furthermore, the Town will make every attempt to provide alternative methods of service while informing those that may be impacted personally