



THE CORPORATION OF THE TOWN OF PLYMPTON-WYOMING

SUBJECT	Accessibility Standards for Customer Service	SECTION:	Policy:
EFFECTIVE DATE	November 25, 2009	Approved By: Council	
REVISION DATE			

S1 **Accessible Customer Service Policy**

S1.1 **Policy Statement**

The Corporation of the Town of Plympton-Wyoming strives at all times to provide its goods and services in a way that respects the dignity and independence of all people. The Town of Plympton-Wyoming is committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same and in a similar way as other customers.

S1.2 **Purpose**

The purpose of this policy is to ensure all Town of Plympton-Wyoming programs and services are accessible to everyone in accordance with Ontario Regulation 429/07 Accessibility Standards for Customer Service.

S1.3 **Policy Overview**

These policies and procedures apply to all goods and services that are delivered by the Town of Plympton-Wyoming, by any means including in person, by telephone, electronically, by mail, visually, orally or by written means.

This policy applies to all Town of Plympton-Wyoming staff, volunteers, elected officials and third parties who deal with the public, on behalf of the Town of Plympton-Wyoming.

S1.4 **Definitions**

Assistive Devices

An auxiliary aid such as communication aids, cognition aids, personal mobility aids and medical aids (i.e. canes, crutches, wheelchairs, or hearing aids).

Disabilities

As per the Ontario Human Rights Code, disability means:

- a. any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- b. a condition of mental impairment or a developmental disability;
- c. a learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- d. a mental disorder or;
- e. an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*; (“handicap”)

Employees

Every person who deals with members of the public or other third parties on behalf of the Town of Plympton-Wyoming, whether the person does so as an employee, agent, volunteer or otherwise.

Persons with Disabilities

Individuals who are afflicted with a disability as defined under the Ontario Human Rights Code.

Service Animals

Any animal individually trained to do work or perform tasks for the benefit of a person with a disability.

Support Persons

Any person whether a paid professional, volunteer, family member, or friend who accompanies a person with a disability in order to help with communications, personal care or medical needs or with access to goods or services.

S1.5 **Exclusion**

This Accessibility Customer Service Standards Policy may not apply during any period "Declared Emergency" as defined under the *Emergency Management Act* and *Civil Protection Act*. In the event that the Town declares an emergency, there would be little impact on the Accessibility Customer Service Standards Policy other than a reduction or suspension of overall day-to-day services provided by the Town. Any reduction or suspension of services would be dictated by the nature and scale of the emergency and the resources allocated. (Example: The impacts of the emergency may destroy telecommunications systems)

S1.6 **Policy**

The Corporation of the Town of Plympton-Wyoming shall meet its duties and responsibilities under Ontario Regulation 429/07 by adhering to the following principles and practices:

S.1.6.1 **Communication**

The Town of Plympton-Wyoming will communicate with people with disabilities in ways that take into account their disability. Employees who communicate with customers will be trained on how to interact and communicate with people with various types of disabilities.

The Town of Plympton-Wyoming is committed to providing fully accessible telephone service to our customers. Employees will be trained to communicate with customers over the telephone in clear and plain language, to speak clearly and slowly and to tailor their responses as much as possible in support of the individual.

The Town of Plympton-Wyoming will offer to communicate with customers by other means, including relay service or e-mail, if telephone communication is not suitable to their communication needs or is not available.

S1.6.2 **Training**

Training is required for those employees, elected officials, volunteers or third parties that interact with the public on behalf of the corporation, or who are involved in developing policies, practices and procedures. Training will be provided **within 60 days** after staff commences their duties. The required training must include information on how to communicate and interact with people with disabilities, how to interact with people who have an assistive device, service animal or support person, how to utilize assisted devices that are available on Town premises, and what to do if a person has difficulty accessing the Town of Plympton-Wyoming Services.

The training will include the core principles of customer service as set out by the Town of Plympton-Wyoming which include: dignity, equity, equality, inclusion, independence, integration, sensitivity, and responsiveness.

A training program of varying modules will be implemented which will ensure compliance and meet the needs of various departments and employee groups. Records are to be kept indicating the date and training provided, and the number of individuals to whom it was provided (Appendix A and B). All departments should keep copies of the training records, and provide all original training records to the Clerk's Department.

Third party organizations providing goods or services on behalf of the Town shall provide relevant training, learning opportunities or direction to employees and volunteers regarding their roles and responsibilities under the AODA.

S1.6.3 Service Animals and Support Persons

A person with a disability accompanied by a service animal is permitted to enter the Town of Plympton-Wyoming premises with the animal unless the animal is otherwise excluded by law. Should a service animal be excluded from the premises then the municipality shall ensure that other measures are available to enable the person with the disability to obtain, use or benefit from the good and/or services.

Section 4(9) of the Accessibility Standards on Customer Service indicates that an animal is a service animal if (1) it is readily apparent that the animal is being used for reasons related to a person's disability; or (2) if the person provides a letter from the doctor or nurse confirming that the animal is required for reasons relating to the disability.

Staff will be properly trained to identify support persons who may be a paid professional, volunteer, family member or friend that may accompany a customer in order to help with communication, mobility, personal care or medical needs or with access to goods and services.

A disabled person's support person is to be permitted access to Town facilities at no charge when there is a regular fee to access the facility.

S1.6.4 Notice of Temporary Disruptions

If a disruption in service is planned and expected, the Town will provide advanced notice and will include information about the reason for disruption, its anticipated duration, and a description of alternative facilities or services, if available. In the event of a service disruption, alternative methods of service may be considered and those impacted by service interruption shall be informed of any alternative methods.

In the event of an unexpected disruption in service, notice will be provided, in a variety of ways if possible, and will be done as quickly as possible. The Town will provide notice and will include information about the reason for disruption, its anticipated duration, and a description of alternative facilities or services, if available. In the event of a service disruption, alternative methods of service may be considered and those impacted by service interruption shall be informed of any alternative methods.

As a guide, sample notices are attached to this policy as Appendix C and D.

S1.6.5 **Feedback**

It is the goal of the Town of Plympton-Wyoming to meet and surpass customer expectations while serving all people, including those with disabilities. Comments regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way the Town of Plympton-Wyoming provides goods and services to people with disabilities can be made by mail, e-mail, verbally, or by using the Feedback Form available on the website, in our building lobbies and at our service counters (Appendix E and F). All feedback should be directed to the Clerk's Department. Customers can expect a response within thirty (30) days.

S1.6.6 **Notice of Availability of Documents**

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

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

Appendix A



ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE

TRAINING RECORD

Date:	
Location:	
Training Content:	
Trainers:	

	Name (Print)	Signature
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		

Appendix B

Accessible Customer Service – Training Brochure

The Corporation of the Town of Plympton-Wyoming

The Corporation of the Town of Plympton-Wyoming

Department/Committee: _____

*I have received and read the Town of Plympton-Wyoming's
Accessible Customer Service training brochure. I understand my
responsibilities and will apply this information when providing service
for the Town of Plympton-Wyoming.*

Print Name: _____

Signature: _____

Date: _____

Please sign and return in attached envelope by January 1st, 2010.

Thank you.

Appendix C



NOTICE **SERVICE DISRUPTION**

There will be a scheduled service disruption at the _____.

The disruptions will be from _____ until _____.

These disruptions include:

- _____
- _____

The following alternative services are available:

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

For questions or additional information contact:

phone #; email, and fax#

Appendix D



NOTICE
SERVICE DISRUPTION

There is currently an unexpected service disruption. The estimated time of the service disruption will be from _____ to _____.

These disruptions include:

- _____
- _____

The following alternative services are available:

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

For questions or additional information contact:

phone #; email, and fax#

Appendix E



ACCESSIBLE CUSTOMER SERVICE
FEEDBACK FORM

Providing Goods and Services to People with Disabilities

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

Please tell us the date and time of your visit: _____

Staff Member, Department or Service Location you visited: _____

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): _____

546 Niagara Street, Wyoming, NON 170

Phone: 519-845-3939 Fax 519-845-0597 www.plympton-wyoming.com

Appendix F

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



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.

Appendix F

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

Appendix F