

# **Town of Kirkland Lake - Accessible Customer Service**

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## **Background and Purpose**

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) is a provincial act with the purpose of developing, implementing and enforcing standards that enhance the ability of persons with disabilities to access the goods and services that are available to others.

Accessibility Standards for Customer Service is the first standard to be passed as a regulation and become law in Ontario. Under this standard designated private and public sector organizations must develop policies, procedures and practices pertaining to customer service for persons with disabilities.

## **Accessible Customer Service Policy Statement**

The Town of Kirkland Lake is committed to:

- provide its goods and services in a way that respects the dignity and independence of all people
- give people with disabilities an opportunity, equal to that given to others, to obtain, use and benefit from goods and services
- integration of the provision of goods and services to persons with disabilities )
- review customer services based on customer feedback.

The Town of Kirkland Lake will communicate with people with disabilities in ways that take into account their disabilities.

The Town of Kirkland Lake is committed to serving people with disabilities who use assistive devices, service animals<sup>1</sup> and/or support persons<sup>2</sup> to access the town's goods and services.

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<sup>1</sup> A service animal for a person with a disability may be readily apparent for reasons relating to his or her disability. Alternately, a letter from a physician or nurse may be required to confirm that the animal is required for reasons relating to a disability. It is the responsibility of customers to ensure that their service animals are kept in control at all times.

<sup>2</sup> A "support" means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods or services.

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### **Customer Service for Persons with Disabilities - Procedures & Practices**

#### **Training**

The Town of Kirkland Lake will train all employees, volunteers and others who deal with the public or who are involved in the development and approvals of customer service policies, practices and procedures.

The accessible customer service training will be provided during orientation and in a timely manner. Staff will also be trained on an ongoing basis when changes are made to the town's policies, practices and procedures related to persons with disabilities.

Training records will be kept, including the dates when training is provided, number of individuals to whom training was provided and the signature of all those individuals trained on a particular date.

Training will include the following:

- purposes of Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- The Town of KL's policies, practices and procedures relating to the customer service standard
- how to interact and communicate with people with various types of disabilities
- how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- workplace specific training to use the town's equipment for persons with disabilities
- what to do if a person with a disability is having difficulty in accessing the Town of KL's goods and services.

#### **Feedback**

Feedback on provision of services to persons with disabilities can be made by using a feedback form, by mail, by e-mail or verbally. Verbal feedback will be documented by the receiver.

Feedback forms are reviewed regularly by department management/staff and timely responses provided. Nature and results of comments will be submitted annually to Accessibility Committee.

#### **Documentation**

The Town of Kirkland Lake's Accessible Customer Service policy, procedures and practices will be available to any person upon request. When providing these documents, or the information contained in them, to persons with disabilities, they will be given in a format that takes their disability into account.

Notification of interruptions that relate to provision of services for people with disabilities will be provided.

Sources: Accessible Customer Service Policy for City of London, Lennox-addington, Loyalist Township, Trent Hills County, Trillium Public Library