



POLICY	
Policy Number: CORP2020-001	Date Approved: November 2009
Department: Corporate	Date Reviewed: May 2021
Accessible Customer Service	

1. 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 animals¹ and/or support persons² to access the town's goods and services.

2. 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.

¹ 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.

² 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.

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.

3. Scope

Not Applicable

4. Definitions

Not Applicable

5. Policy & Procedures

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.

Assistive Devices

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

These measures may include but is not limited to virtual assistance, curbside pick up, alternative access.

We ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods, services or facilities.

Service Animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public and third parties.

When we cannot easily identify that an animal is a service animal, our staff may ask for documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services or facilities:

- explain why the animal is excluded
- discuss with the customer another way of providing goods, services or facilities

Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

If a fee or fare is normally charged to a customer for accessing our goods, services or facilities, the fee/fare will not be charged for support persons if their attendance is necessary to protect the health and safety of the person with a disability or the health and safety of others on the premises and there is no reasonable way to protect the health or safety of others on the premises.

We notify customers of this by posting a notice adjacent to all points of public entry to municipal facilities.

In certain cases, the Town of Kirkland Lake might require a person with a disability to be accompanied by a support person for the health or safety reasons of:

- the person with a disability
- others on the premises

Before making a decision, this organization name will:

- consult with the person with a disability to understand their needs
- consider health or safety reasons based on available evidence
- determine if there is no other reasonable way to protect the health or safety of the person or others on the premises

If this organization determines that a support person is required, we will waive the admission fee or fare (if applicable) for the support person.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, this organization will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated

length of time, and a description of alternative facilities or services, if available.

Services/Facilities include all Municipal buildings and facilities.

The notice will be made publicly available through signage and advertising.

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.

6. Summary

Not Applicable