

BY-LAW NUMBER 2024-16

THE CORPORATION OF THE TOWNSHIP OF RIDEAU LAKES

BEING a By-Law to Establish an Accessible Customer Service Policy.

AND WHEREAS Section 5(3) of the *Municipal Act S.O. 2001*, as amended provides that a municipal power, including a municipality's capacity rights, powers and privileges under Section 9, shall be exercised by By-Law;

AND WHEREAS the *Accessibility for Ontarians with Disabilities Act, 2005* and specifically O. Reg 191/11, as amended by O.Reg.165/16 establishes requirements for customer service standards and establishment of policies;

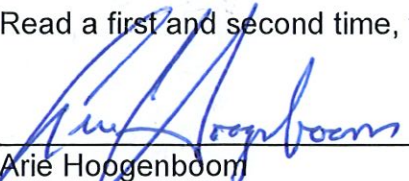
AND WHEREAS the Council of The Corporation of the Township of Rideau Lakes deems it appropriate to establish a Policy for Accessible Customer Service;

NOW THEREFORE the Council of The Corporation of the Township of Rideau Lakes enacts as follows:

- 1) That the Policy Statement as attached hereto as Schedule 'A' and entitled "Accessible Customer Service" be approved and adopted.
- 2) That Schedule 'A' to this By-Law may be updated from time to time as deemed desirable by Resolution of Council.
- 3) That any other By-Laws, Resolutions, Motions or Actions of Council that are in contravention of this By-Law are hereby repealed.

AND FURTHER that this By-Law shall come into force and take effect on the date of passing.

Read a first and second time, the short way, this 4th day of March, 2024




Arie Hoogenboom
Mayor



Mary Ellen Truelove
Clerk

Read a third time and finally passed this 4th day of March, 2024.



Arie Hoogenboom
Mayor



Mary Ellen Truelove
Clerk



Corporate Services
Department

Sub Department: Administration

Policy Name: Accessible Customer Service

Developed by: Mary Ellen Truelove, Clerk Date: September, 2023

Reviewed by: Accessibility Advisory Committee Date: January 4, 2024

Approved by: Council – By-Law 2024-16 Date: March 4, 2024

1) PURPOSE

Ontario Regulation 429/07 made under the *Accessibility for Ontarians with Disabilities Act, 2005*, establishes accessibility standards for customer service and it applies to every designated public sector organization. It also applies to every other person or organization that provides goods and services to members of the public or third parties that have at least one employee in Ontario. The accessibility standards for customer service also apply to the designated public sector organizations.

2) POLICY STATEMENT

The Township of Rideau Lakes is committed to the needs of all of its residents and visitors while striving at all times to provide services and facilities that are accessible to all.

****Exclusion - This Accessibility Customer Service Policy shall not apply during any period where the Mayor, or the Mayor's designate has declared a "State of Emergency" as defined under the **Emergency Management Act**.***

3) SCOPE

This Policy applies to all employees, members of Council, members of Committees, as well as all volunteers and contractors who interact with the public on behalf of The Corporation of the Township of Rideau Lakes.

4) PRINCIPLES

Reasonable efforts will be made to ensure the following:

- a) That goods and services be provided in a manner that respects the dignity and independence of persons with disabilities.
- b) The provision of goods and services to persons with disabilities will be integrated unless an alternate measure is necessary, whether temporary or permanently, to enable a person with a disability to obtain, use or benefit from the goods and services.
- c) Persons with disabilities will be given an equal opportunity to obtain, use and benefit from the goods and services.

5) PROCEDURE

The Township of Rideau Lakes will provide goods and services to people with disabilities, with particular consideration to the following areas:

a) Communication

The Township of Rideau Lakes will communicate with people with disabilities in ways that take into account their disability. Staff who communicate with customers will be trained on how to interact and communicate with people with various types of disabilities.

The Township of Rideau Lakes is committed to providing fully accessible telephone service to our customers. Staff 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 Township of Rideau Lakes will offer to communicate with customers by other means, including e-mail, if telephone communication is not suitable to their communication needs or is not available.

b) Assistive Devices

The Township of Rideau Lakes acknowledges that persons with disabilities may elect to use their own personal assistive devices to obtain, use or benefit from the goods and services offered by the Corporation.

Should a person with a disability be unable to access the Corporation's goods and services using their own person assistive device, the Corporation will ensure the following measures:

1. Determine if the provision of the goods and services are inaccessible, based upon the individuals' requirements.
2. Assess potential accessible service delivery options to meet the needs of the individual.

3. Notify the person with a disability of an alternative method of providing the goods and services and how they can access the alternative, temporarily or on a permanent basis.

Township of Rideau Lakes will ensure that staff are trained as required on how to use the assistive devices which are available on our premises.

c) Correspondence, invoices and other documentation

The Township of Rideau Lakes is committed to providing accessible information to all of our customers.

For this reason, correspondence, invoices and other documentation will be provided in large print or by e-mail, upon request.

The Township of Rideau Lakes may provide a document, or information contained in a document, in a format that takes into account the person's disability. The Township of Rideau Lakes and the person with a disability may agree upon the format to be used for the document or information.

Any questions customers may have about the content of a document will be answered in person, by telephone or e-mail.

Should a customer require an alternative form of communication, such as a document printed in Braille or the need for the services of a sign language interpreter, the Corporation will make every possible attempt to accommodate those needs. In order to accommodate certain requests and services, the customer may be required to provide advance notice to the Corporation.

d) Use of Service Animals and Support Persons

Service Animals

The Township of Rideau Lakes is committed to welcoming people with disabilities who are accompanied by a service animal, in the areas of our premises that are open to the public and other third parties. All staff, volunteers and others dealing with the public will be properly trained in how to interact with people with disabilities who are accompanied by a service animal.

An animal is a service animal for a person with a disability:

1. If it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
2. If the person can provide a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability. and/or official documents paperwork that accompanied the animal that states the animal has been trained as a service animal.

Support Person

The Township of Rideau Lakes is committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter the Township of Rideau Lakes' buildings with his or her support person. 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 Township premises.

A "support person" 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.

No admission will be charged to the support person for admission to the Township of Rideau Lakes Recreation Facilities.

The Township of Rideau Lakes will recommend to groups that manage buildings and/or events under the auspices of the municipality to adopt a similar policy and not charge a support person who is accompanying a person with a disability.

Customers will be informed of this policy by a notice that will be posted at each building and on the Township of Rideau Lakes' website.

e) Notice of Disruption in Service

If there is a planned temporary disruption in any of the Corporation's facilities or services (including those used by persons with disabilities), the Corporation shall give notice of the disruption to the public.

The Township of Rideau Lakes will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities.

This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

Notice may be given by posting the information at a conspicuous place on premises owned or operated by the Township of Rideau Lakes, by posting it on the Township of Rideau Lakes' website, social media or by such other method as is reasonable in the circumstances.

6) TRAINING

The Township of Rideau Lakes will ensure that the following persons are trained on the policies, practices and procedures establishing the accessible provision of its goods and services to persons with disabilities:

- a) Every person who deals with the public on behalf of the Township of Rideau Lakes, including 3rd parties, i.e. employees, agents, volunteers or otherwise.

- b) Every person who participates in developing the Township's policies, practices and procedures governing the provision of goods or services to members of the public or other third parties.

Training will include a review of the purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of this policy and associated practices and procedures.

1. How to interact and communicate with people with various types of disabilities,
2. How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
3. How to use equipment or devices available on premise owned or leased/rented by the Township 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 disability is having difficulty in accessing the Township of Rideau Lakes' goods and services

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 persons with disabilities.

The Township will log and maintain records which will record the details of the training provided, as well as the name of the person, location and date the training was completed.

7) FEEDBACK PROCESS

The ultimate goal of the Township of Rideau Lakes is 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 Township of Rideau Lakes provides goods and services to people with disabilities can be made by using the Accessible Customer Service feedback form, by mail, e-mail, or verbally in person or telephone. All feedback should be directed to the Township Clerk. Customers can expect a response within thirty (30) days.

8) MODIFICATIONS TO THIS OR OTHER POLICIES

The Township of Rideau Lakes is committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.

Any policy of the Township of Rideau Lakes that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

9) QUESTIONS ABOUT THIS POLICY

This policy exists to achieve service excellence to customers with disabilities.

If anyone has a question about this Policy, or if the purpose of this Policy is not understood, inquiries should be referred to the Township Clerk who is responsible for Accessibility within the Corporation.



ACCESSIBLE CUSTOMER SERVICE FEEDBACK FORM

**Providing Goods and Services
to People with Disabilities**

Thank you for visiting the Township of Rideau Lakes.
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):

1439 County Road 8, Delta, ON, K0E 1G0
Phone: 613-928-2251 Fax 613-928-3097 www.rideaulakes.ca