



**MUNICIPALITY OF LAMBTON SHORES
CORPORATE POLICY
ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE**

POLICY NO.:
CP-CL-POL-004

Responsible Dept.: Corporate Services	Effective Date: November 16, 2009
Approval Authority: Council	Next Review:

1 PURPOSE

- 1.1 To ensure all Lambton Shores programs and services are accessible to everyone in the community in accordance with Ontario Regulations 429/07 Accessibility Standards for Customer Service.

2 OVERVIEW

- 2.1 These policies and procedures apply to all goods and services that are delivered by Lambton Shores, by any means including in person, by telephone, electronically, by mail, visually, orally or by written means.
- 2.2 This policy applies to all Lambton Shores staff, volunteers, elected officials and third parties who deals with the public, on behalf of Lambton Shores.

3 STATEMENT OF LAMBTON SHORES' COMMITMENT

- 3.1 Lambton Shores is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the *Accessibility for Ontarians with Disabilities Act* and Ontario's accessibility laws.
- 3.2 Lambton Shores is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.
- 3.3 Lambton Shores understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.
- 3.4 Lambton Shores is committed to excellence in serving and providing goods, services or facilities to all customers including people with disabilities. Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

4 ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE

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

4.1 Training

- 4.1.1 Training is required for those staff, 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. 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 municipal premises, and what to do if a person has difficulty accessing the Lambton Shores Services.
- 4.1.2 The training will include the core principles of customer service as set out by Lambton Shores which include dignity, equity, inclusion, independence, integration, sensitivity and equality.
- 4.1.3 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.
- 4.1.4 Third party organizations providing goods or services on behalf of the Municipality shall provide relevant training, learning opportunities or direction to employees and volunteers regarding their roles and responsibilities under the AODA.

4.2 Service Animals and Support Persons

- 4.2.1 A person with a disability accompanied by a service animal is permitted to enter Lambton Shores 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.
- 4.2.2 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.

4.2.3 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.

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

4.3 **Notice of Temporary Disruptions**

4.3.1 Lambton Shores will give notice of temporary disruptions to service or facilities used by persons with disabilities including the reason(s) for the disruption. The notice shall be posted appropriately at the facility and on the municipal web site when appropriate. When the disruption is planned, advanced notice will be provided.

4.4 **Feedback**

4.4.1 Notices in customer service areas will notify customers that their feedback is welcomed and valued for the continual improvement of services so as to avoid inadvertently excluding people with disabilities from activities or services.

4.4.2 An accessible simple to use system of providing feedback and complaints will be made available through a range of service channels.

4.4.3 Staff will make note of feedback given in person, verbally or in writing, online, by telephone, TTY or any other means. A simple to use, accessible process for customers to provide feedback or complaints will be in place.

4.4.4 The Accessibility Advisory Committee will consult with customer service staff regarding feedback and complaints and on improvements to customer service.

4.5 **Emergency Situations**

4.5.1 Staff will be familiar with emergency procedures and how to assist customers or staff who may require help during an emergency.

4.5.2 A designated emergency room with the required equipment will be determined with the advice of local emergency services staff and be known to fire, police and/or other relevant departments.

5 APPROVAL

Council

Authority	Director of Corporate Services	Date: November 16, 2009
Amended/Modified/Replaced	Date:	