

	<b>THE CORPORATION OF THE COUNTY OF LAMBTON</b>			
	Subject:	<b>Accessibility Standards for Customer Service</b>	<b>Section L11</b>	<b>Policy #04</b>
	Effective Date:	April 20, 2009	Approved By: C.A.O. General Managers	
	Revision Date:	January, 2017		

## PURPOSE

The Corporation of the County of Lambton is committed to providing accessible, quality services and goods to persons with disabilities in a manner that promotes dignity, independence, integration and equal opportunity.

The County shall at all times make accessible all programs and services in the community in accordance with the Accessibility Standards for Customer Service prescribed under the *Accessibility for Ontarians with Disabilities Act, 2005*, as amended, and Ontario Regulation 429/07 *Accessibility Standards for Customer Service*, as amended.

## SCOPE

This policy applies to all goods and services that are delivered by anyone on behalf of the County of Lambton, by any means including, but not limited to, in person, by telephone, electronically, by mail, visually, orally or by written means.

## POLICY

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

### Public Awareness

The County shall make available this policy as amended from time to time, in a conspicuous location where it will come to the attention of members of the public at each of its facilities where County services and/or goods are offered to members of the public.

### Training

To ensure compliance with our obligations, training is required for all County service providers on an on-going basis as changes occur to Accessibility Standard obligations under the relevant legislation.

To this end, the County has developed written training materials (hereinafter, "Training Materials") available on the employee intranet which set out its practices and procedures in its provision of services to persons with disabilities. The County Clerk shall maintain a copy of the Training Materials in the offices of the County Clerk and shall cause to have the Training Materials reviewed and revised from time to time to maintain them current with current best practices and with the Accessibility Standards for Customer Service.

Without limiting the generality of the paragraphs above, the training contemplated herein shall include:

1. a review of the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005*;
2. a review of the requirements of the Accessibility Standards for Customer Service as prescribed under the Act;
3. instructions on the County Policy and its procedures and practices pertaining to the provision of goods and services to persons with disabilities, as set out in the Training Materials;
4. how to interact and communicate with persons with various types of disabilities;
5. what to do if a person with a disability is having difficulty accessing the County's goods and services;
6. how to interact with persons with disabilities who use assistive devices or who require the assistance of a support person or service animal;
7. information about equipment or devices available on County premises that may help with the provisions of goods and services to persons with disabilities; and
8. core principles of customer service as set out by the County of Lambton which include: dignity, equity, inclusion, independence, integration, sensitivity and equality.

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.

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

### **Communications and Availability of Documents**

All documents required under the Accessibility Standards for Customer Service, including the County's Policy, Training Materials, training records, notices, feedback records and this Protocol, shall be made available to members of the public upon written request.

When providing any documentation to a person with a disability, the County shall do so in a manner and a format that takes into account the person's disability.

Materials and publications produced by the County should include a statement indicating that the material and/or publication "is available in an alternative format upon request."

If requested, an alternate format shall be provided in a manner in which is agreed upon between the requester and the County, and which takes into account the person's disability (e.g. Braille, audio recordings, electronic copies). All requests for alternative formats shall be immediately communicated in writing to the General Manager of the division and to the County Clerk. Management of the department and/or division shall be responsible for providing alternative formats, when requested, to a person with a disability.

### **Service Animals and Support Persons**

A person with a disability accompanied by a service animal is permitted to enter County of Lambton 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 County facilities at no charge when there is a regular fee to access the facility.

### **Notice of Temporary Disruptions**

The County of Lambton 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 County web site when appropriate. When the disruption is planned, advanced notice will be provided.

### **Emergency Situations**

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

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.

## QUESTIONS, COMPLIMENTS OR COMPLAINTS

The County is committed to continuous improvement. To this end, anyone who wishes to provide any feedback about how to provide goods or services to a person with a disability and/or improve the Policy, Training Materials and/or this Protocol (including its Appendices) may do so by contacting the County Clerk at the addresses noted below or by completing the feedback form on the County of Lambton website at <http://www.lambtononline.ca>.

County Clerk  
The Corporation of the County of Lambton  
789 Broadway Street  
Wyoming, Ontario N0N 1T0  
Phone: 519.845.5402  
Fax: 519.845.0818  
E-mail: [clerk@county-lambton.on.ca](mailto:clerk@county-lambton.on.ca)

The County will acknowledge your questions, concerns, compliments and complaints and will provide a written response, together with its findings, within fourteen (14) business days of receiving your correspondence.

This Protocol is available in an alternative format, upon request, to accommodate a person with a disability.

## ASSOCIATED DOCUMENTS

- L11.04.001 AODA Customer Service: What You Need to Know! Brochure & Quiz
- Online Training Materials found in the Accessibility section of the County of Lambton website at <http://www.lambtononline.ca>

## POLICY HISTORY

REVISION	DATE	PREPARED BY
Policy reviewed and the following revisions made: <ul style="list-style-type: none"><li>• Policy template updated and formatted for accessibility compliance.</li><li>• Policy 400.401 AODA Accessibility Customer Service and Training Protocol for Persons with Disabilities and 500.515 Accessibility Standards for Customer Service were merged to create L11.04 Accessibility Standards for Customer Service.</li></ul>	January, 2017	Human Resources