

THE CORPORATION OF THE MUNICIPALITY OF CALVIN

BY-LAW NO. 2009-019

BEING A BY-LAW TO ADOPT THE CORPORATION OF THE MUNICIPALITY OF CALVIN ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE POLICY

WHEREAS this policy is in accordance with the Accessibility for Ontarians with Disabilities Act (AODA), 2005, Ontario Regulation 429/07 which establishes accessibility standards specific to customer service for public sector organizations

AND WHEREAS the Council for the Corporation of the Municipality of Calvin deems it compliant to recognize the Municipality's obligation to facilitate implementation of the AODA by January 1, 2010

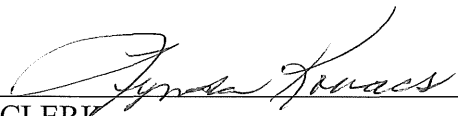
NOW THEREFORE the Council of the Corporation of the Municipality of Calvin enacts as follows:

1. That "The Corporation of the Municipality of Calvin Accessibility Standards for Customer Service Policy" shall become part and parcel of this by-law as Schedule "A" attached;
2. This By-law shall come into full force and effect on January 1st, 2010.

READ A FIRST TIME BEFORE AN OPEN COUNCIL THIS 8th DAY OF December 2009.

READ A SECOND AND THIRD TIME AND FINALLY PASSED BEFORE AN OPEN COUNCIL THIS 8th DAY OF DECEMBER 2009.


MAYOR


CLERK

THE CORPORATION OF THE MUNICIPALITY OF CALVIN ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE POLICY

POLICY STATEMENT

The Corporation of the Municipality of Calvin is committed to providing quality programs, goods and services to all persons served by the municipality.

BACKGROUND INFORMATION/PURPOSE

The Accessibility for Ontarians with Disabilities Act, 2005 (the “AODA”) is a Provincial Act with the purpose of developing, implementing and enforcing accessibility standards in order to achieve accessibility for persons with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises.

Under the AODA, Ontario Regulation 429/07 entitled “Accessibility Standards for Customer Service” came into force on January 1, 2008. That Regulation establishes accessibility standards specific to customer service for public sector organizations and other persons or organizations that provide goods and services to members of the public or other third parties.

This policy is drafted in accordance with the Accessibility Standards for Customer Service (Ontario Regulation 429/07) to recognize the Municipality’s obligation to facilitate the implementation of the AODA and addresses the following:

- the provision of programs, goods and services to persons with disabilities;
- the use of assistive devices by persons with disabilities;
- the use of service animals by persons with disabilities;
- the use of support persons by persons with disabilities;
- notice of temporary disruptions in services and facilities;
- training;
- customer feedback
- notice of availability and format of documents.

APPLICATION

This policy applies to all persons who deal with members of the public or other third parties on behalf of the municipality, whether the person does so as an employee, member of Council, agent, volunteer, student on placement, or otherwise and all persons who participate in developing the municipalities policies, practices and procedures governing the provision of goods and services to members of the public or other third parties.

DEFINITIONS

Assistive Device

A device used to assist persons with disabilities in carrying out activities or in accessing the services of persons or organizations covered by the Customer Service Standard.

Municipality

The Corporation of the Municipality of Calvin, excluding boards and commissions.

Disability

- (a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness,
- (b) a condition of mental impairment or a developmental disability,
- (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- (d) a mental disorder, or
- (e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Service Animal

Any animal used by a person with a disability for reasons relating to the disability where it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or where the person provides a letter from a physician or nurse confirming that he or she requires the animal for reasons relating to his or her disability; or a valid identification card signed by the Attorney General of Canada or a certificate of training from a recognized guide dog or service animal training school.

Support Person

A person who accompanies a person with a disability in order to assist him or her with communication, mobility, personal care, or medical

GENERAL PRINCIPLES AND IMPLEMENTATION

1. The provision of programs, goods and services to persons with disabilities

The Municipality of Calvin will use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

- the municipalities goods and services are provided in a manner that respects the dignity and independence of persons with disabilities;
- the provision of the municipalities goods and services to persons with disabilities are integrated with those provided to persons who do not have disabilities unless an alternative measure is necessary to enable a person with a disability to obtain, use or benefit from the municipalities goods or services and,
- persons with disabilities are given an opportunity equal to that of persons without disabilities to obtain, use or benefit from the municipal goods and services.

2. The use of assistive devices by persons with disabilities

A person with a disability may provide their own assistive device for the purpose of obtaining, using and benefitting from the Municipality's programs goods and services. Exceptions may occur in situations where the Municipality has determined the assistive device may pose a risk to the health and safety of a person with a disability or the

health and safety of others on the premises. In these situations and others, the Municipality may offer a person with a disability other measures of assistance in obtaining, using and benefitting from the Municipality's programs, goods and services, where the Municipality has other measures available.

It should be noted, it is the responsibility of the person with the disability to ensure his/her assistive device is operated in a safe and controlled manner at all times.

3. Service animals

If a person with a disability is accompanied by a service animal, the Municipality shall ensure that the person is permitted to enter the premises with the service animal and to keep that service animal with him/her unless the animal is otherwise excluded by law from the premises. If the service animal is excluded by law, the Municipality will ensure that alternate means are available to enable the person with a disability to obtain, use or benefit from the municipal programs, goods and services.

If it is not readily apparent that the animal is a service animal, the municipality may ask the person with a disability for a letter from a physician or nurse confirming that the person requires the animal for reasons relating to his or her disability. The municipality may also, or instead, ask for a valid identification card signed by the Attorney General of Canada or a certificate of training from a recognized guide dog or service animal training school.

4. Support persons

If a person with a disability is accompanied by a support person, the Municipality shall ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises.

The municipality may require a person with a disability to be accompanied by a support person while on municipal premises in situations where it is necessary to protect the health or safety of the person with a disability or the health and safety of others on the premises.

A support person, when assisting a person with a disability to obtain, use or benefit from the municipal goods and services, will be permitted to attend at no charge where an admission fee is applicable.

5. Notice of temporary disruptions in services and facilities

If, in order to obtain or benefit from the Municipality's programs, goods or services, persons with disabilities usually use particular facilities or services of the Municipality and where there is a temporary disruption of those programs, facilities in whole or in part, the Municipality shall give notice of the disruption to the public.

The Municipality of Calvin will make reasonable effort to provide notice of the disruption to the public, including information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if any, that may be available. The municipality will make reasonable effort to provide prior notice

of planned disruption if possible, recognizing that in some circumstances such as in the situation of unplanned temporary disruption, advance notice will not be possible. In such cases, the municipality will provide notice as soon as possible.

Notice may be given by posting the information at a conspicuous location on the premises owned or operated by the Municipality, by posting on the municipal website (www.calvintownship.ca), or by any other method that may be reasonable under the circumstances.

6. Training

The Municipality shall ensure that all persons to whom this policy applies receive training as required by the Accessibility Standards for Customer Service. The amount and format of training given will be tailored to suit each person's interactions with the public. The following persons shall receive training;

- Every person who deals with the public on behalf of the Municipality, whether the person does so as an employee, third party contractor, agent, volunteer or otherwise
- Every person who participates in developing the Municipality's policies, practices and procedures governing the provision of programs, goods or services to members of the public or other third parties
- Training shall be provided as soon as practical after he/she is assigned the applicable duties
- Training shall be provided on an ongoing basis in connection with changes to the policies, practices and procedures governing the provision of programs, goods or services to persons with disabilities

7. Feedback

Feedback from the public is welcomed as it may identify areas that require change and encourage continuous service improvements.

Feedback from a member of the public about the delivery of goods and services to persons with disabilities may be given;

- | | |
|--------------------|---|
| a) by telephone at | (705)744-2700 |
| b) by mail to | Municipality of Calvin
1355 Peddlers Dr.
R.R.#2
Mattawa, ON. P0H 1V0 |
| c) in person at | Municipality of Calvin
municipal offices (address above) |
| d) by email to | <u>administration@calvintownship.ca</u> |

Feedback will not be acted upon unless the person providing the feedback includes his/her name, mailing address and daytime telephone number. Email addresses are not considered sufficient.

The Municipality will strive to provide acknowledgement to feedback within ten (10) business days from the date of receipt. Information about the feedback process shall be posted on the municipal website (www.calvintownship.ca) and/or in other appropriate locations.

7. Notice of the availability and format of documents

If required by this Regulation to provide a copy of a document to a person with a disability, the Municipality will provide the document, or the information contained in the document, in a format that takes the person's disability into account.

The Municipality and the person with the disability may agree upon the format to be used for the document or information requested.

**THIS POLICY SHALL COME INTO FULL FORCE AND EFFECT
ON JANUARY 1, 2010.**