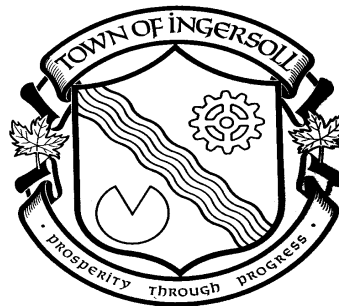
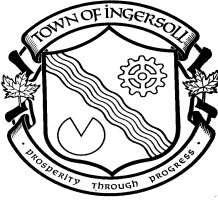


THE CORPORATION OF THE TOWN OF INGERSOLL

ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE POLICY



ACCESSIBILITY FOR ONTARIANS
WITH DISABILITIES ACT, 2005
Ontario Regulation 429/07



TOWN OF INGERSOLL CUSTOMER SERVICE POLICY

Commitment:

The Town of Ingersoll strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

Related Definitions:

Support Persons- A support person is another person who accompanies a person with a disability in order to help with communication, mobility, personal care or medical needs or with access to goods or services. A support person can be a professional, volunteer, family member or friend.

Service Animal- Any animal where it is readily apparent that the animal is used by the person for reasons relating to his or her disability and if the person provides a letter from a physician or nurse or other government issued certification confirming that the person requires the animal for reasons relating to the disability.

Guide Dogs- A dog trained to lead blind or vision impaired people around obstacles.

Assistive Devices- Any device that is designed, made, or adapted to assist a person perform a particular task

Providing Goods and Services to People with Disabilities

The Town of Ingersoll is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

- a) Communication

We will communicate with people with disabilities in ways that take into account their disability.

We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

b) Telephone Services

We are committed to providing full accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.

We will offer to communicate with customer by e-mail if telephone communication is not suitable to their communication needs or is not available.

c) Assistive devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

Billing

We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following formats upon request hard copy, large print and e-mail.

We will answer any questions customers may have about the content of the invoice in person, by telephone or mail.

Use of Service Animals and Support Persons

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

We are 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 Town of Ingersoll's premises 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 our premises.

Fees **will not** be charged for support persons for admission to the Town of Ingersoll's premises. Customers will be informed of this by a notice that will be posted in the town of Ingersoll's premises.

Notice of Temporary Disruption

The Town of Ingersoll 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.

The notice will be placed at all public entrances and service counters on our premises.

Training for Staff

The Town of Ingersoll will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures. Individuals in the following positions will be trained:

- a) Department Heads
- b) Managers
- c) Customer Service Representatives
- d) Volunteers

This training will be provided within one (1) month after the staff person commences their duties.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of 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.
- How to use the various pieces of equipment available on the Town of Ingersoll's premises or otherwise that may help with the provision of goods or services to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing the Town of Ingersoll's goods and services.
- The Town of Ingersoll's policies, practices and procedures relating to the customer service standard.

Applicable staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

Feedback Process

The ultimate goal of the Town of Ingersoll is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way the town of Ingersoll provides goods and services to people with disabilities can be made by e-mail, verbally, suggestion box, written correspondence, or otherwise. All feedback will be directed to the Chief Administrative Officer or designate. Customers can expect to receive a response within 10 business days.

Modifications to This or Other Policies

We are 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 Town of Ingersoll that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Questions about This Policy

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to their Department Head or designate.