



# Accessibility Standards for Customer Service Policy

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**This document will be provided in alternate formats upon request**

## Commitment

The Town of Ingersoll is committed to meeting the requirements of the *Accessibility Standards for Customer Service, Ontario Regulation 429/07*, under the *Accessibility for Ontarians with Disabilities Act, 2005*. In meeting its requirements, the Town will ensure its policies; procedures and practices are consistent with the Regulation's principles of dignity, independence, integration and equal opportunity.

## 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, a 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 Dog** – A dog trained to lead blind or vision impaired people around obstacles.

**Assistive Device** – Any device that is designed, made, or adapted to assist a person perform a particular task.

## Guidelines

In accordance with the *Accessibility Standards for Customer Service, Ontario Regulation 429/07*, this policy addresses the following:

- A. [Providing Goods and Services to Persons with Disabilities;](#)
- B. [Communication](#)
- C. [Documents, Information and Billing](#)
- D. [The Use of Assistive Devices](#)
- E. [The Use of Guide Dogs, Service Animals and Service Dogs](#)
- F. [The Use of Support Persons](#)
- G. [Notice of Service Disruptions](#)
- H. [Feedback Process](#)
- I. [Training for Staff](#)
- J. [Notice of Availability and Format of Required Documents](#)

- A. Providing Goods and Services to People with Disabilities



To achieve consistency with the Regulation's principles of dignity, independence, equal opportunity and integration, the Town of Ingersoll will:

- Ensure that all patrons and the public receive the same value and quality of services and goods offered by the Town;
- Integrate accessibility measures into practices, policies and procedures governing access to the Town's goods and services;
- Provide opportunities equal to those given to others to persons with disabilities to obtain, use and benefit from the Town's goods and services;
- Allow persons with disabilities that access the Town's goods and services to do things in their own way and at their own pace so long it does not present a safety risk;
- Use alternative measures when necessary, whether temporary or permanent, to enable persons with disabilities to obtain, use or benefit from the Town's goods and services;
- Take into account individual needs when providing goods and services;

## B. Communication

The Town of Ingersoll will communicate with people with disabilities in ways that take into account the individual's disability. Accessible communication practices extend to face-to-face communication, communicating via the telephone and via email.

All staff who communicate with patrons of our facilities, residents and the public will be trained on how to interact and communicate with people with various types of disabilities. Specifically staff will:

- Communicate with persons with disabilities in ways that take into account the individual's disability.
- Where necessary, communicate with persons with disabilities using clear and plain language and speak clearly and slowly when communicating face-to-face or via the phone.
- Receive and facilitate communication via the telephone using Message Relay Services (TTY).
- Offer alternate means of communication, for example, use of paper and a pen, email, or telephone, if communications are not suitable to the individual's communication needs.

## C. Documents, Information and Billing

Where requested by a person with a disability, the Town of Ingersoll will provide its documents and information contained in documents in a format that takes into account the person's disability. Employees will work with the requesting individual to determine an agreeable format.

Specifically, the Town is committed to providing accessible invoices to all of its customers. For this reason, invoices will be provided in the following formats upon request:

- Hard copy,
- Large print; and
- Email.



Town employees will answer any questions our residents, patrons and the public may have about the content of the invoice in person, by telephone, email or mail.

## D. Assistive Devices

### Customer's Own Assistive Device(s)

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. The Town of Ingersoll 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.

In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services. For example, where elevators are not present and where an individual requires assistive devices for the purposes of mobility, service will be provided in a location that meets the needs of the customer.

## E. Use of Guide Dogs, Service Dogs and Service Animals

The Town of Ingersoll will welcome people with disabilities who are accompanied by a service animal, service dog or guide dog on the parts of our premises that are open to the public and other third parties. We will also ensure that the person is permitted to keep the service animal, service dog or guide dog with him or her unless the animal is otherwise excluded by law.

If the service animal, service dog or guide dog is excluded from the premises by law, the Town of Ingersoll will work with the person to identify and implement alternate means to allow the individual to obtain, use, or benefit from the Town's goods and services.

We will also ensure that all staff, volunteers, and others are dealing with the public and are properly trained on how to interact with people with disabilities who are accompanied by a service animal.

### Recognizing a Guide Dog, Service Dog and/or Service Animal:

If it is not readily apparent that the animal is being used by the patron for reasons relating to his or her disability, Town of Ingersoll employees may request verification from the patron.

Verification may include:

- A letter from a physician or nurse confirming that the person requires the animal for reasons related to the disability;
- 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.

### Care and Control of the Animal:

The patron that is accompanied by a guide dog, service dog and/or service animal is responsible for maintaining care and control of the animal at all times.



## Allergies

If a health and safety concern presents itself for example in the form of a severe allergy to the animal, the Town of Ingersoll will make all reasonable efforts to meet the needs of all individuals.

## F. Support Persons

We are committed to welcoming people with disabilities who are accompanied by a support person to Town of Ingersoll locations and facilities. 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 and at no time will the individual be prevented from having access to that person while on premises.

Alternatively, the Town of Ingersoll may require that a person with a disability be accompanied by a support person when on Town premises, but only in situations where the presence of a support person is deemed necessary to protect the health and safety of the person with the disability or others on premises.

## Admission Fees

Fees will not be charged to support persons for admission to Town of Ingersoll premises that require admission or service fees. Patrons will be informed of this by a notice that will be posted in the Town of Ingersoll's premises.

## G. Notice of Temporary Disruptions

The Town of Ingersoll will provide notice to the public in the event of a whole or partial, planned or unplanned service disruption to Town of Ingersoll facilities or services. Public notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services that are available.

In the event of a disruption, notice will be placed at all public entrances and service counters on our premises as well as the Town's website and any other location deemed appropriate.

All staff will be trained on recognizing and reporting service disruptions, which may include, but are not limited to:

- The postponement or cancellation of a class, event or activity offered by the Town of Ingersoll and on Town of Ingersoll premises.
- Closure of a Town of Ingersoll facility.
- Disruption or malfunction of a facility, service or piece of equipment that may affect a person's ability to access Town of Ingersoll goods and services, for example, elevator service disruption, ramp access under repair, accessible washroom out of service, etc.

Staff that are aware of a service disruption that may potentially impact a person with a disability's ability to access Town of Ingersoll premises or services will report the issue to their manager immediately, who will in turn prepare and make available to the public the notice of disruption.



## H. Feedback Process

The ultimate goal of the Town of Ingersoll is to meet and surpass the expectations of all of patrons, residents and the public including individuals 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 may be submitted by the following means:

Contact Method	Contact Details
Email	<a href="mailto:clerks@ingersoll.ca">clerks@ingersoll.ca</a>
Telephone	(519) 485-0120
Mail	130 Oxford St. 2 <sup>nd</sup> Floor, Ingersoll, ON, N5C 2V5
In-Person	130 Oxford St. 2 <sup>nd</sup> Floor, Ingersoll, ON, N5C 2V5, Clerk's Department Monday to Friday 8:30 a.m. – 4:30 p.m. except for Holidays

All feedback will be directed to the Clerk, or designate. Patrons, residents and the public who submit formal feedback and provide their contact information can expect to receive a response within ten (10) business days including any resulting actions based on the concerns or complaints that were submitted.

## I. Training for Staff

The Town of Ingersoll will provide training on its accessible customer service policies, procedures and practices to the following:

- All employees, volunteers, agents, and/or contractors who deal with the public or other third parties that act on behalf of the Town of Ingersoll; and
- Those who are involved in the development and approval of Town of Ingersoll customer service policies, practices and procedures.

Training will be provided within one (1) month after the staff person commences their duties with the Town.

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 disability.
- How to interact with people with disabilities who use assistive devices, or who require the assistance of a service animal or 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 is a person with a disability is having difficulty in accessing the Town of Ingersoll's goods or 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.

### Training Records

The Town of Ingersoll will maintain training records including the dates on which the training was provided and the number of individuals to whom the training was provided.

### J. Notice of Availability and Format of Required Documents

The Town of Ingersoll will notify its patrons, residents, and the public that the documents related to the Accessibility for Ontarians with Disabilities Act, including this document, will be made available upon request and in a format that takes into account the person's disability. Notification of the availability of accessibility documents will be given by posting the information in public areas of Town premises and on the Town's website.

### 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.

**Any individual may request a copy of this document, at which time they will be provided the document in a format that meets their accessibility needs.**