



Approved By Council: August 10, 2021

Effective: August 11, 2021

Subject: Accessibility Standards for
Customer Service

Next Review: August 2022

Policy No.: 2021-003

ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE

PURPOSE

To ensure all Village of Oil Springs programs and services are accessible to everyone in the community in accordance with Ontario Regulation 429/07 Accessibility Standards for Customer Service.

POLICY OVERVIEW

These policies and procedures apply to all goods and services that are delivered by the Village of Oil Springs, by any means including in person, by telephone, electronically, by mail, visually, orally or by written means.

This policy applies to all Village of Oil Springs staff, volunteers, elected officials and third parties who deal with the public, on behalf of Village of Oil Springs.

POLICY

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

i) Training

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 Village premises, and what to do if a person has difficulty accessing Village of Oil Springs services.

The training will include the core principles of customer service as set out by the Village of Oil Springs 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 Village shall provide relevant training, learning opportunities or direction to employees and volunteers regarding their roles and responsibilities under the AODA.

ii) Service Animals and Support Persons

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

iii) Notice of Temporary Disruptions

The Village of Oil Springs 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 Village web site when appropriate. When the disruption is planned, advanced notice will be provided.

iv) Feedback

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

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.

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

v) 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.

APPENDIX A

ACCESSIBILITY CUSTOMER SERVICE AND TRAINING PROTOCOL FOR PERSONS WITH DISABILITIES (Accessibility Standards for Customer Service)

A STATEMENT

1. In keeping with its mission of “caring, growing, innovative”, the Village of Oil Springs is committed to providing accessible, quality services and goods to persons with disabilities in a manner that promotes dignity, independence, integration, and equal opportunity.
2. The Village shall at all times make available to persons with disabilities in accordance with the Accessibility Standards for Customer Service prescribed under the Accessibility for Ontarians with Disabilities Act, 2005, as amended.

B POLICY

3. To this end, the Village has adopted a written policy entitled Accessibility Standards for Customer Service.
4. All employees, agents, contractors and any other person or entity, including council members, providing goods and services or goods for or on behalf of the Village (hereinafter, “Village Staff”) shall do so in accordance with the terms and conditions of the Policy.
5. Management and supervisory staff shall be responsible for ensuring that all services within their department(s) or service area are provided in accordance with the Policy and this Protocol.
6. The Village Clerk shall maintain a copy of the Policy in the municipal office of the Village and shall cause to have the Policy reviewed and revised from time to time to maintain it current with the prescribed Accessibility Standards for Customer Service.

C PUBLIC AWARENESS

7. The Village shall post a copy of the document attached hereto as Appendix “A” (being a summary of the 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 Village services and/or goods are offered to members of the public and on the Village website.

D TRAINING

8. To create awareness and to ensure compliance with the Policy and the Accessibility Standards for Customer Service, the Village shall ensure that all Village staff receives training as soon as practicable on the Policy and the Accessibility Standards for Customer Service and on an ongoing basis as changes occur to the Policy and/or to the Accessibility Standards for Customer Service.
9. To this end, the Village has developed written training materials (hereinafter, "Training Materials") in the form attached as Appendix "B" which set out its practices and procedures in its provision of services to persons with disabilities. The Village Clerk shall maintain a copy of the Training Materials in the offices of the Village 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.
10. All Village staff shall receive training on the Policy, which shall include receiving a copy of the Training Materials and completing the test/quiz contained therein prior to the end of the calendar year 2021.
11. New Village staff hired and/or otherwise retained after 2021 shall receive training on the Policy, including receiving a copy of the Training Materials, as soon as is practicable given their duties and responsibilities.
12. Without limiting the generality of paragraphs 10 and 11 above, the training completed herein shall include:
 - a) a review of the purpose of the Accessibility of Ontarians with Disabilities Act, 2005;
 - b) a review of the requirements of the Accessibility Standards for Customer Service as prescribed under the Act;
 - c) instructions on the Village 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;
 - d) how to interact and communicate with persons with various types of disabilities;
 - e) what to do if a person with a disability is having difficulty accessing the Village's goods and services;
 - f) how to interact with persons with disabilities who use assistive devices or who require the assistance of a support person or service animal; and
 - g) information about equipment or devices available on Village premises that may help with the provisions of goods and services to persons with disabilities.

13. The Village Clerk shall cause written training records to be maintained, indicating the date on which training was provided, the type of training and the name of attendees.

E COMMUNICATIONS AND AVAILABILITY OF DOCUMENTS

14. All documents required under the Accessibility Standards for Customer Service, including the Village’s Policy, Training Materials, training records, notices, feedback records and this Protocol, shall be made available to members of the public upon written request.
15. When providing any documentation to a person with a disability, the Village shall do so in a manner and a format that takes into account the person’s disability wherever practical.
16. All requests for alternative formats shall be immediately communicated in writing to the Director of the Department and to the Village Clerk. Management of the department and/or division shall be responsible for providing alternative formats, when requested, to a person with a disability wherever practical.

F FEEDBACK

17. The Village 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 Appendices) may do so by contacting the Village Clerk at: clerk@oilssprings.ca

Clerk-Treasurer

Deputy Clerk-Treasurer

Public Works Superintendent

Labourer

Labourer