



Township of East Garafraxa

Department / Division: Township of East Garafraxa

Date of Issue: Dec. 13, 2016

Subject: Commitment to providing goods and services to people with disabilities

Background

The Township of East Garafraxa is committed to ensuring that people with disabilities have the same access to municipal goods and services as any other person, in the same location and in as similar manner as reasonably possible.

Purpose

The purpose of this policy is to ensure that the Township of East Garafraxa strives to provide goods and services in a way that respects the dignity and independence of people with disabilities at all times in compliance with the **Accessibility for Ontarians with Disabilities Act** and the associated **Ontario Regulations**.

Business Practice

Reasonable efforts will be made to ensure that:

People with disabilities are provided equal opportunity to obtain, use and benefit from the goods and services of the Township of East Garafraxa;

Goods and services will be provided in a manner that respects the dignity and independence of persons with disabilities;

All good and services provided to a person with a disability will be integrated with the provision of goods and services to others unless an alternative measure is absolutely necessary to allow the person with a disability to benefit;

All communications between the Township of East Garafraxa and a person with a disability will take into account the specific challenges of the disability;

People with disabilities will be welcome and encouraged to use assistive devices, service animals and support persons as is necessary to access goods and services provided by the Township of East Garafraxa unless superseded by other legislation.



Township of East Garafraxa

Department / Division: Township of East Garafraxa

Date of Issue: Dec. 13, 2016

Subject: Use of Assistive Devices

Background

In order to fully access services, persons with disabilities will be permitted to use assistive devices at all Township of East Garafraxa sites.

Purpose

The purpose of this business practice is to clarify the practice related to the use of assistive devices by persons with disabilities on all Township of East Garafraxa sites.

Business Practice

Personal Assistive Devices

Persons with disabilities may bring onto any Township of East Garafraxa site assistive devices that will allow them to fully access our supports and services. Staff will not lean on, reach over, touch, adjust or move these personal assistive devices without the knowledge or permission of the person with the disability. Wherever possible, staff will remove obstacles to the use of personal assistive devices. If a person with a disability is unable to access the service using his/her own personal assistive device, the staff will try to provide alternative service options to meet the needs of the individual.

On Site Assistive Devices

At present, there are no on site assistive devices, other than automatic door openers and accessible washrooms, at any Township of East Garafraxa facility. If assistive devices are installed in a Township of East Garafraxa facility at some time in the future, staff will be trained in the safe and appropriate use of each device.



Township of East Garafraxa

Department / Division: Township of East Garafraxa

Date of Issue: Dec. 13, 2016

Subject: Use of Service Animals

Background

Some people with disabilities rely on guide dogs or other service animals that are specially trained to assist them. An animal is a “service animal” if it is readily apparent that the animal is being used by the person with the disability for reasons pertaining to his/her disability. Persons with disabilities are permitted to be accompanied by service animals in all areas open to the public or third parties unless the animal is otherwise excluded by law.

Purpose

The purpose of this business practice is to outline a procedure that will ensure that:

- Persons with disabilities accompanied by services animals have full access to services at Township of East Garafraxa sites
- Alternative methods of service are provided to persons with disabilities in those special circumstances in which the animals are excluded by law or the rights of other individuals are affected by the presence of the service animal

Business Practice

The Township of East Garafraxa will permit people with disabilities to be accompanied by service animals in all areas open to the public or third parties in all Township of East Garafraxa sites unless the animal is otherwise excluded by law. Animals would be excluded by law from those places where food is prepared or medical procedures are performed.

Procedures

Normal Operations

- When a person with a disability enters a Township of East Garafraxa site with an animal that is obviously a service animal, he/she will be permitted to enter all areas of the facility that are normally open to the public and third parties.
- If it is not readily apparent that the animal is a service animal, a letter from a doctor or nurse documenting the need for a service animal must be presented.
- Staff should not touch, speak to or in any other way interfere with the service animal.

Special Circumstances

- When staff or other members of the public declare a severe allergy or fear/phobia in the relation to the service animal, the following steps should be taken:
 - Meet with all concerned parties and work out a solution that is acceptable to everyone involved.
 - **Examples:** assign a different staff member to the person with the service animal, keep the individuals separated, ask them to attend on alternative days, etc.

This policy is available in an alternative format upon request



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Subject: Use of Service Animals

- If a workable solution cannot be achieved, the animal may need to remain in a safe place outside of the area and the person with disability enter without the animal.
 - **Example:** A person with a visual impairment would leave the guide animal outside and would be guided to the service by a member of the staff.
- The manager or supervisor should be consulted in those situations where a workable solution cannot be found.

- When a person with a disability wishes to enter an area where animals are prohibited by law with their service animal the following steps should be taken:
 - Offer to assist the person so that the animal can remain in a safe place outside.
 - Accommodate the individual (if possible) by delivering goods and services in an area outside of the prohibited space.
 - The manager or supervisor should be consulted in those situations where a workable solution cannot be found.

- Licence fee waived for Canine Service Animal
For service canines we will waive the licence fee provided the owner can provide a certificate from health care provider or agency.

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Township of East Garafraxa

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Date of Issue: Dec. 13, 2016

Subject: Disruption of Service

Background

Persons with disabilities rely on particular systems and supports in order to fully access services in facilities. Since they often expend considerable effort to access services, there may be significant inconvenience to them if these services are not available. A Notice of Service Disruption will be provided whenever there will be a temporary disruption in service.

Purpose

The purpose of this business practice is to outline the process of notifying the public of a temporary disruption of service, providing as much advanced notice possible to minimize the inconvenience to persons with disabilities.

Business Practice

A service disruption at the Township of East Garafraxa may include an anticipated event resulting in a major shut down of services, such as an official holiday, or an unanticipated occurrence such as an out of service accessible washroom. In the case of an anticipated service disruption, notice will be provided a minimum of two weeks in advance on both the municipal website and at each site affected by the disruption. Notice of service disruption for an unanticipated event will be posted as soon as it occurs.

Procedure

- A manager or staff member will be assigned the task of updating the website with the Notice of Service Disruption when the service disruption affects all municipal sites.
- For a site specific service disruption, a staff member working at the site will be designated to update the website with the Notice of Service Disruption and to post the Notice of Service Disruption at all entrances to the facility and at the service desk area. For service disruptions of a more limited nature, such as an out of service accessible washroom, a notice would be placed at the site of the service disruption. Notices posted on site should be at a height that is accessible to a person in a wheelchair
- The Notice of Service Disruption must include the reason for the service disruption and the duration of the service disruption
- Alternative facilities or services available to meet the needs of persons with disabilities
- A "Notice of Service Disruption" form is available in a designated area at each Township of East Garafraxa site.

This policy is available in an alternative format upon request



Township of East Garafraxa

Department / Division: Township of East Garafraxa

Date of Issue: Dec. 13, 2016

Subject: Customer Feedback

Background

The Township of East Garafraxa is committed to providing exceptional accessible customer service to persons with disabilities. Members of the public will be given the opportunity to provide feedback on the level and quality of service to persons with disabilities and offer suggestions for improvement.

Purpose

The purpose of this business practice is to document a procedure that will ensure:

- Consistency in the collection of comments and complaints regarding service to persons with disabilities
- Efficiency in addressing suggestions and complaints
- Accuracy in maintaining records of outcome/action taken for compliance

Business Practice

A notice inviting the public to provide feedback on service delivery to persons with disabilities will be posted at a prominent place at each Township of East Garafraxa site, as well as on the Township of East Garafraxa website. Comments and complaints may be received in person, by telephone, online or in an alternative format. While there may be some overlap between a comment (feedback) and a complaint, each will be dealt with separately using different forms. These forms, the "Accessible Customer Service Feedback Form" and the "Accessible Customer Service Complaint Form", will be kept in a designated area at each Township of East Garafraxa site. All complaints, regardless of how insignificant they may appear to be, will be documented on the "Accessible Customer Service Complaint Form" and dealt with in accordance with the procedural guidelines outlined below.

Procedure

- A staff member receives feedback or a complaint about the service provided to a person with a disability. There may be some discussion to clarify the issue or to resolve it if it is a complaint.
- The person will be asked to complete the relevant form. The staff member may assist, if necessary.
- If the person refuses to include personal information, write "refused" across the top of the page and inform the person that we will not be able to inform them about the outcome/action taken.
- The form will be forwarded to the appropriate Township of East Garafraxa manager or supervisor for review and action/resolution.
- The person will be notified by the appropriate Township of East Garafraxa manager or supervisor of the action/resolution.
- A copy of the completed "Accessible Customer Service Feedback Form" or "Accessible Customer Service Complaint Form" including documentation of the outcome/action taken will be forwarded to the Clerk's Office. The original form will remain with the manager or supervisor at the respective Township of East Garafraxa site.

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Background

The Township of East Garafraxa is committed to ensuring that people with disabilities have the same access to municipal goods and services as any other person, in the same location and in as similar manner as reasonably possible. To ensure that this commitment to service is carried out the following training policy has been created.

Purpose

The Township of East Garafraxa is required to provide training to all employees, volunteers, contractors and others who deal with the public on behalf of the Township of East Garafraxa. The Township of East Garafraxa must also train those who are involved in the development of policies, practices and procedures.

Business Practice

Training may be delivered by lecture, interactive on-line programming or approved self-study programs. Regardless of the type of training delivery method the lessons will meet the following criteria:

- Review the purpose of the Accessibility for Ontarians with Disabilities Act and the requirements of each of the AODA's designated standards;
- How to interact and communicate with people with various types of disabilities;
- How to interact with people who use assistive devices, service animals or support persons;
- How to use the equipment or assistive devices available at Township of East Garafraxa locations, if applicable;
- What to do if a person is having difficulty accessing your goods or services;
- Information on the Township of East Garafraxa policies, practices and procedures relating to the customer service standards.

All employees, volunteers, contractors and others who deal with the public on behalf of the Township of East Garafraxa will receive training within 90 days of being hired.

All employees, volunteers, contractors and others who deal with the public on behalf of the Township of East Garafraxa that assume a new role which puts them in contact with the public will receive training within 90 days of beginning their new role.

All employees, volunteers, contractors and others who deal with the public on behalf of the Township of East Garafraxa will receive refresher training when policies, procedures or practices are changed or modified.

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Some employees, volunteers, contractors and others who deal with the public on behalf of the Township of East Garafraxa may require job specific training which differs from that of other employees.

The Township of East Garafraxa is required to maintain a record of all training provided under the AODA and the associated regulations. The training record will contain the date of training, the type of training and the names of the participants.