



## **Township of McGarry**

# **Accessible Customer Service Policy**

### **May 2020**

### **Background and Purpose**

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) is a provincial act with the purpose of developing, implementing and enforcing standards that enhance the ability of persons with disabilities to access the goods and services that are available to others.

Accessibility Standards for Customer Service is the first standard to be passed as a regulation and become law in Ontario. Under this standard designated private and public sector organizations must develop policies, procedures and practices pertaining to customer service for persons with disabilities.

### **Accessible Customer Service Policy Statement**

The Township of McGarry is committed to:

- providing its goods and services in a way that respects the dignity and independence of all people
- giving people with disabilities an opportunity, equal to that given to others, to obtain, use and benefit from goods and services
- integrating the provision of goods and services to persons with disabilities
- reviewing customer services based on customer feedback

The Township of McGarry will communicate with people with disabilities in ways that take into account their disabilities.

The Township of McGarry is committed to serving people with disabilities who use assistive devices, service animals and/or support persons to access the township's goods and services.

# Customer Service for Persons with Disabilities - Procedures & Practices

## Training

The Township of McGarry will train all employees, volunteers and others who deal with the public or who are involved in the development and approvals of customer service policies, practices and procedures. The accessible customer service training will be provided during orientation and in a timely manner. Staff will also be trained on an ongoing basis when changes are made to the township's policies, practices and procedures related to persons with disabilities.

Training records will be kept, including the dates when training is provided, number of individuals to whom training was provided and the signature of all those individuals trained on a particular date.

Training will include the following:

- purposes of Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- the policies, practices and procedures relating to 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
- workplace specific training to use the township's equipment for persons with disabilities
- what to do if a person with a disability is having difficulty in accessing the township's goods and services.

## Feedback

Feedback on the provision of services to persons with disabilities can be made by using a feedback form, by mail, by e-mail or verbally. The receiver will document verbal feedback.

Feedback forms are reviewed regularly by staff and timely responses will be provided. The nature and results of comments will be reviewed annually.

## Documentation

The Township of McGarry's Accessible Customer Service Policy will be available to any person upon request. When providing these documents, or the information contained in them, to persons with disabilities, they will be given in a format that takes their disability into account.

Notification of interruptions that relate to the provision of services for people with disabilities will be provided.