



# Accessibility Training? Why are we here today?

## Brief History



# Responsibilities under the Act

- Municipalities must comply with the OADA (Accessibility for Ontarians with Disabilities Act, 2005) and file annual accessibility reports.
- Must reach compliance by January 1, 2010



# How is the Act Enforced?

- Currently the Act will be enforced in a similar manner to the Labour Act on a complaint basis.
- Inspections may be carried out and fines levied if there is an offence.




# It is an offence to...

- Furnish false or misleading information in an accessibility report
- Fail to comply with an order
- Obstruct or fail to answer relevant questions of an inspector
- Provide false or misleading information to an inspector or withhold relevant information.



# It is an offence...

- It is an offence for a director or officer of a municipal corporation to fail to take all reasonable care to prevent the corporation from committing an offence
- Penalty – a director or officer may be fined up to \$50,000 per day

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- Fine of up to \$50,000 for persons or organizations for each day or part-day that an offence occurs or continues
  - Fines for corporations up to \$100,000 per day



# Just the Facts


- Sixteen per cent of Ontario's people (more than 1.6 million) have some form of disability.
- The number of persons with disabilities is expected to increase as the population ages since the incidence of disability increases with age.
- It is estimated that the number and proportion of persons with disabilities will increase to nearly 20 per cent of the population by 2020 (one in every five residents).
- But that's just persons with disabilities. Accessibility challenges also affect the millions of parents, grandparents, families, friends, neighbours, co-workers and professionals who are involved with disabled persons on a daily basis.



# Why do it?

- When you look at these figures, it becomes clear that enhancing the ability of persons with disabilities to have equal access to opportunity, to live an independent life and to make a contribution to their community would have a significant, positive impact on the province's future prosperity.
- It has been estimated, for example, that the potential spending power of Canadians with disabilities is as much as \$20-\$25 billion.



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- Measures that improve accessibility and opportunity are consequently bound to generate significant economic benefits for all Ontarians.
  - But the government's Framework for Change doesn't just make economic sense,
    - it makes common sense; and
    - it is the right thing to do.



# Accessibility plans and other important programs and services:

- Help improve the lives of persons with disabilities and those who provide care.
- Make buildings and motor vehicles more accessible.
- Create opportunities for community and independent living for disabled persons of all ages.
- Help students with disabilities to get an education.
- Help persons with disabilities get jobs or support them when they cannot work.
- Offer health care services that improve care, provide earlier intervention, and improve rehabilitation following serious injury.



# Why does Ontario need accessibility standards?

- Several laws in Ontario address accessibility and some requirements have existed since the 1980s.
- Since then, progress on accessibility has been made in some areas and by some organizations.
- Despite this, accessibility remains limited. People with disabilities still do not have equal access to services, employment, transportation, information or buildings that others in Ontario enjoy. They cannot count on accessibility being available.
- The Accessibility for Ontarians with Disabilities Act, 2005 was passed with the goal of creating standards to improve accessibility across the province.




# Who needs to be trained?

- Those who must be provided with this training include employees, volunteers, agents and contractors and others who could reasonably be expected to:
  - Interact with the public on your behalf; or
  - Influence the development of policies, practices and procedures.

# Legislation

- “6. (1) Every provider of goods or services shall ensure that the following persons receive training about the provision of its goods or services to persons with disabilities:
  1. Every person who deals with members of the public or other third parties on behalf of the provider, whether the person does so as an employee, agent, volunteer or otherwise.
  2. Every person who participates in developing the provider’s policies, practices and procedures governing the provision of goods or services to members of the public or other third parties. O. Reg. 429/07, s. 6 (1).




(2) The training must include a review of the purposes of the Act and the requirements of this Regulation and instruction about the following matters:

1. How to interact and communicate with persons with various types of disability.
2. How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person.
3. How to use equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods or services to a person with a disability.
4. What to do if a person with a particular type of disability is having difficulty accessing the provider's goods or services. O. Reg. 429/07, s. 6 (2)." ...

# What types of records need to be kept?

- (5) Every designated public sector organization and every other provider of goods or services that has at least 20 employees in Ontario shall prepare a document describing its training policy, and the document must include a summary of the contents of the training and details of when the training is to be provided. O. Reg. 429/07, s. 6 (5).
- (6) Every designated public sector organization and every other provider of goods or services that has at least 20 employees in Ontario shall keep records of the training provided under this section, including the dates on which the training is provided and the number of individuals to whom it is provided. O. Reg. 429/07, s. 6 (6).”



# Municipal Guidelines for Delivering Accessible Customer Service

in the United Townships of  
Head, Clara & Maria



# Accessible Customer Service Training Booklet, November 2009






# Part 1: Accessible Customer Service


- The United Townships of Head, Clara & Maria Council and Library Board is committed to providing client-centered service.
- We know that focusing on meeting client needs will help us build trust and confidence within our community.
- It's a key focus for our organization, and it's the right thing to do.
- We are committed to ensuring that we comply with Provincial standards to provide accessible customer service to all our customers including those with a disability.




# Provincial Accessibility Standards

- The *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) was passed by the Ontario legislature with the goal of creating standards to improve accessibility across the province in five areas:
  - Customer Service –now law
  - Information and Communication – with the Minister
  - Transportation – with the Minister
  - Employment – with the Minister
  - Built Environment – in review by the Committee


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- The Accessibility Standards for Customer Service is the first of the five standards and will take effect on Jan. 1, 2010. This standard details specific requirements for all service providers, including municipalities. The following is a summary of the key requirements of the Accessibility Standards for Customer Service:
    1. Establish policies, practices and procedures for providing goods or services to people with disabilities.
    2. Communicate with a person with a disability in a way that takes their disability into account.
    3. Set a policy to allow people to use their own personal assistive devices to access our goods or services.
    4. Allow people with disabilities to be accompanied by their guide dog or service animal in those areas of our premises that are open to the public, unless the animal is excluded by law.

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5. Permit people with disabilities who use a support person to bring that person with them while accessing goods or services in premises open to the public or third parties.
  6. Train staff, volunteers, contractors and any other people who interact with the public or other third parties on our behalf on a number of topics as outlined in the Customer Service Standards.
  7. Establish a process for people to provide feedback on how you provide goods or services to people with disabilities. Also outline how you will respond to any feedback and take action on complaints.
  8. Provide notice when facilities or services that people with disabilities rely on are unavailable.



## Part 2: What do we mean when we say 'Disability'?

- Disabilities come in many different forms, sometimes obvious and sometimes not.
- A 'Disability' as defined by the AODA includes:
- Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness;
- A condition of mental impairment or a developmental disability;


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- A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
  - A mental disorder;
  - An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997; (“handicap”).



## Part 3: What is Accessible Customer Service?

- Accessible customer service encompasses a variety of elements. The United Townships of Head, Clara & Maria is committed to providing customer service to persons with disabilities in a manner that:
  - Respects their dignity and independence;
  - Is integrated as fully as possible into the method of service delivery;
  - Ensures reasonable efforts are made to provide an opportunity equal to that offered to other customers to obtain and use our goods or services;



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- Allows persons with disabilities to benefit from the same services, in the same place, and in a similar way as other customers; in other words, an equality of outcome;
  - Is sensitive to an individual's need;
  - Is responsive by delivering service in a timely manner, considering the nature of the service and the specific accommodation required.




# What is Accessible Customer Service?

Accessible customer service can mean many things. Mostly, it is the understanding that each individual may need a slightly different type of accommodation for the service we provide.

*Some examples of this include:*

- A person who is blind may need to have information read aloud to them;
- An individual with a learning disability may need to have instructions written down;
- Someone who uses a wheelchair may need help in finding an accessible route.

Accessible customer service is good customer service — courteous, helpful and prompt.




Part 4: How should I interact with persons with disabilities who use assistive devices, the assistance of a service animal or a support person?



# Assistive Devices:

## Definition

- Devices that people may bring with them or that are already on the premises and are used to assist persons with disabilities in carrying out activities or in accessing the services provided by the United Townships of Head, Clara & Maria.

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- Include, but are not limited to, wheelchairs, walkers, white canes used by people who are blind or who have low vision, note taking devices, portable magnifiers, recording machines, assistive listening devices, personal oxygen tanks and devices for grasping.



# Do

- Ensure that the customer is permitted to enter the premises with the assistive device and to utilize the device unless excluded by law.
- Remove potential barriers to the use of assistive devices where possible.
- Offer assistive devices in a manner that respects the person's dignity and independence.
- Ensure persons with disabilities are aware of assistive devices available on the providers' premises or otherwise supplied by the provider.



# Don't

- Lean on or reach over a customer or their device.

# Service Animal:

## Definition

- An animal trained specially to assist an individual with a disability. Many times it is readily apparent that the animal is used by a person with a disability for reasons relating to their disability. For example, a guide dog wearing a harness.
- If it is not apparent that the animal is a service animal, then a letter from a physician or nurse confirming that the person requires the animal for reasons relating to a disability, or the customer may be asked to present a certificate to confirm that the service animal has been trained to assist a person with a disability by a professional service animal institution.





# Do

- Allow service animals anywhere customers normally have access.
- Permit the customer to keep the service animal with him or her, unless the animal is otherwise excluded by law from the premises i.e. areas where food is prepared. Animals are permitted access to dining or food ordering areas.
- Leave the care and supervision of the service animal with the customer.



# Don't

- Talk to, touch or make eye contact with the service animal.



# Support Persons:

## Definition

- Those who accompany a person with a disability to help them with communication, mobility, personal care or medical needs or with access to goods or services.




# Do

- Permit customers and their support person to enter the premises together.
- Provide the person with a disability access to their support person while on the premises.
- Obtain consent from the customer if confidential information is going to be shared when a support person is present.
- Speak directly to your customer, not to the support person.



# Don't

- Do not charge support persons an admission fee or access fee where a fee has been paid by an attendee to the Municipality (a separate fee for additional food or lodging is permissible).
- If a support person is admitted to an event and fees are payable to a third party, the support person is permitted to attend the event at their own cost.



# Part 5: How can I provide excellent service to customers with disabilities?

- Each table below defines a specific category of disability and outlines some tips to help you provide service to customers. Always start with person first language, which means by saying “person with a disability”, rather than “a disabled person”. In any interaction, it means addressing the person’s service needs, rather than focusing on the disability.



# Hearing Disabilities

## Definition

**Deaf** – severe to profound hearing loss

**Hard of Hearing** – a person who uses their residual hearing and speech to communicate

**Deafened** – caused to hear poorly or not at all



# Tips For Serving Customers

- Attract the customer's attention before speaking by waving your hand and say 'hello' from outside of their personal space
- Look directly at the person
- Use pen and paper to communicate if necessary
- Speak clearly, keep your hands away from your face
- Reduce background noise
- Ensure appropriate lighting





# Deafblind Disability

## Definition

- Cannot see or hear to some degree
- Many will be accompanied by a support person to help them communicate



# Tips For Serving Customers

- Speak directly to your customer, not the support person
- Identify yourself to the support person
- The customer may explain how you should communicate with them
- Use clear, plain print on a contrasting colour on signage



# Intellectual or Developmental Disabilities

## Definition

- Can mildly or profoundly limit ability to learn, communicate, do everyday activities and live independently
- May be an invisible disability



# Tips For Serving Customers

- Don't assume what the customer can or cannot do
- Use plain language
- Take your time, be patient
- After assisting, ask: "Do you require additional information?"
- Provide one piece of information at a time – step-by-step instruction
- Offer information in simple concepts



# Learning Disabilities

## Definition

- Affects how person acquires, interprets, retains or takes in information
- May affect:
  - Language based learning
  - Mathematics
  - Writing, fine motor skills



# Tips For Serving Customers

- Take some time, be patient
- Demonstrate a willingness to assist
- Speak normally, clearly and directly to your customer
- Provide information in a way that works for your customer (i.e. pen and paper)
- Be prepared to explain any materials you provide



# Mental Health Disabilities

## Definition

- Mental illness is not a single disease but a broad classification for many disorders, including:
- mood disorders, such as depression and bipolar disorder, which affect how one feels
- schizophrenia, which affects how one perceives the world
- anxiety disorders which affect how fearful one perceives place, events or situations to be
- personality disorders, which affect how one sees oneself in relation to others
- eating disorders, such as anorexia or bulimia, which influence how one feels about food and one's body image.



# Tips For Serving Customers

- Be confident and reassuring
- Do not be confrontational
- If the customer is in crisis, ask how best to help
- Take your customer seriously
- Don't take things personally





# Speech or Language Disabilities

## Definition

- May have problems communicating
- May have difficulty pronouncing words, may slur or stutter
- May use communication boards or other assistive devices



# Tips For Serving Customers

- Don't make assumptions
- Give them time to get their point across – be patient
- Ask questions that can be answered 'yes' or 'no', if possible
- Don't interrupt or finish your customer's sentences
- You may want to use pen and paper
- Say: "I don't understand, can you repeat the question?"



# Physical or Disability Affecting Mobility

## Definition

- May restrict a person in the following ways:
  - Control or speed of movements
  - Co-ordination and balance
  - Ability to grasp some objects
  - Ability to walk long distances
  - Ability to sit or stand for prolonged periods
- Can be present at birth, result from disease, injury or be temporary



# Tips For Serving Customers

- Speak directly to the customer
- Ask before you help
- Respect personal space
- Don't move any items the customer may have
- Describe what you are going to do beforehand
- Don't leave your customer in an awkward, dangerous or undignified position



# Vision Disabilities


## Definition

- Most individuals who are legally blind have some remaining vision – very few are totally blind
- Low or no vision can restrict ability to read signs, locate landmarks, or see hazards
- May use guide dog or white can
- May need to view written documents in large print or use a magnifier




# Tips For Serving Customers

- Don't assume the customer can't see you
- Speak directly to your customer
- Offer your elbow to guide – if they accept, walk slowly
- Identify landmarks along the route
- Be precise and descriptive with information
- Don't leave the customer without advising them that you are leaving them




Most importantly, if you are nervous, relax!  
People with disabilities are generally aware they may need some accommodations and will work with you; just remember to ask how you can help.





## Part 6: What happens if for some reason we can't serve a person with a disability?

- It is possible that from time to time there will be disruptions in service, such as renovations that limit access to an area or technology that is temporarily unavailable. If a disruption in service is planned, and expected, it is important to provide reasonable notice.



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- Customers with disabilities may go to a lot of trouble to access services such as booking specialized transit or arranging for their support person to attend. By providing reasonable notice of service unavailability, you can save the customer an unnecessary trip. Notice can be provided by several methods, such as on the Municipality's website, by telephone or in writing.

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- In the event of an unexpected disruption in service, provide notice quickly and in as many ways as possible.
  - Consider offering alternative methods of service while informing those that may be impacted personally. It is important to recognize that there are internal and external resources available to assist you in delivering service to persons with disabilities:

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- Review the Accessible Customer Service Policy and the Municipal Accessibility Plan at [www.townshipsofheadclaramaria.ca](http://www.townshipsofheadclaramaria.ca)
  - Bell Relay Service Operators (BCRS) are available to assist in placing or receiving calls to and from persons who use a TTY (telephone typewriter or teletypewriter). There is no charge for local calls. To place a call through the BCRS call 1-800-855-0511
  - Book a sign language interpreter at Ontario Interpreting Services [www.chs.ca/en/ontario-interpreting-service/ontario-interpreting-services-18.html](http://www.chs.ca/en/ontario-interpreting-service/ontario-interpreting-services-18.html)



# Mandatory Training Registration

- Thank you for taking the time to review this important information to help you serve customers with disabilities. Your effort will help us serve all of our customers and will help build trust and confidence in our organization. Please complete and submit the registration card attached.
- Accessible Customer Service Training is mandatory for Municipal employees, volunteers, Council and Board members. The Clerk and Librarian will follow-up on registration cards not received.

- First and Last Name:

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■ Position:

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- Signature:

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- By signing above and submitting this registration card, I hereby confirm my acceptance of the booklet titled *'Municipal Guidelines for Delivering Accessible Customer Service at The United Townships of Head, Clara & Maria'*.
  - Further, I have read and understand the booklet material which constitutes completion of the mandatory Accessible Customer Service training as required under the *Accessibility for Ontarians with Disabilities Act, 2005* (The Act). Please register my compliance with the Act.



# Melinda Reith, Municipal Clerk

## November 2009

Content adapted from:

- The Accessibility Directorate of Ontario, Ministry of Citizenship, web page
- The County of Renfrew, draft policy
- AMCTO, training program 2008
- The City of Mississauga, Training Handbook
- The Region of Peel, Training Handbook
- *The Accessibility for Ontarians with Disability Act, 2005*



# The United Townships of Head, Clara & Maria


**DRAFT - MUNICIPAL POLICY  
AND GUIDELINES ON  
ACCESSIBLE CUSTOMER  
SERVICE, October, 2009**



# POLICY STATEMENT

- The Municipality of the United Townships of Head, Clara & Maria is committed to being responsive to the needs of all of its residents. To do this, we must recognize the diverse needs of each resident and respond by striving to provide services and facilities that are accessible to all. As an employer, and a provider of services, the Municipality is committed to ensuring its services are provided in an accessible manner.



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- The Municipality will promote accessibility through the development and implementation of policies, procedures and practices and by ensuring that each considers people with disabilities. To do this we must ensure the policies, procedures and practices address **integration, independence, dignity and equal opportunity.**
  - This policy applies to all employees, volunteers, Council members, Board members and contractors of all boards, commissions and bodies of the Municipality of the United Townships of Head, Clara & Maria.



# PRINCIPLES

- Reasonable efforts will be made to ensure the following:
- That goods and services shall be provided in a manner that respects the dignity and independence of persons with disabilities.
- The provision of goods and services to persons with disabilities, and others, will be integrated unless an alternate measure is necessary, whether temporarily or permanently, to enable a person with a disability to obtain, use or benefit from the goods and services.



# PRINCIPLES, Cont'd

- Persons with disabilities will be given an opportunity – equal to that given to others – to obtain, use and benefit from the goods and services.



# GUIDELINES AND PROCEDURES

- Guidelines and procedures will strive to reflect or achieve the following:
- Communication will occur, in a manner that takes into consideration a person's disability.
- All staff and volunteers will receive appropriate customer service training.
- Persons with disabilities accompanied by a guide dog or service animal will be permitted in those areas of the premises owned or operated by the United Townships of Head, Clara & Maria that are open to the public.
- Persons with disabilities accompanied by a support person will be permitted to be accompanied by that support person in areas open to the public.



# GUIDELINES AND PROCEDURES

- Admission fees will be waived for Municipal events for the support person who accompanies a person with a disability.
- If a support person is admitted to an event on Municipal property and fees are payable to a third party, the support person is permitted to attend the event at their own cost or without fee at the discretion of the third party.
- Notice will be provided when facilities or services that people with disabilities rely on to access Municipal services are temporarily disrupted.
- The Municipality will establish a feedback process which will allow people to comment on how well or how poorly we are providing services to those with disabilities.
- The Municipality will allow persons with disabilities to use their own personal assistive devices to obtain, use or benefit from the services offered by the Municipality.



# GUIDELINES

- A. SUPPORT PERSON**
- B. FEEDBACK PROCESS**
- C. SERVICE DISRUPTION**
- D. SERVICE ANIMALS**
- E. FORMAT OF DOCUMENTS**
- F. TRAINING**
- G. ASSISTIVE DEVICES**



# A. SUPPORT PERSON

- Support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods or services.
- The Municipality will allow people with disabilities, who require, to be accompanied by a support person in all municipally owned and operated public facilities. The Municipality reserves the right to request the person with a disability be accompanied by a support person, if Municipal staff considers it necessary to protect the health and safety of the person with a disability or others on the premises.
- Where admission is payable to the Municipality, the Municipality will waive admission fees for support persons who accompany a person with a disability:
  - Staff should be notified of the presence of the support person.
  - If there is confidential information to be disclosed, consent must be received from the person with the disability.
- Where admission fees to an event on Municipal property are owing to a third party the support person may attend the event at their own cost or free of charge at the discretion of the third party.



## B. FEEDBACK PROCESS

To submit a complaint:

- Should a member of the public who has a disability wish to make a complaint regarding the service they have received:
  - The individual with the complaint or concern should primarily discuss the situation with the staff person involved in the incident or responsible for providing the service.
  - Should the discussion not resolve the complaint or should the person with the disability be uncomfortable discussing the issue with the staff person; the individual should fill out a complaint form for submission to the Clerk. The staff person may assist with the complaint form in a manner that takes into consideration the individual's disability while respecting confidentiality.





## B. FEEDBACK PROCESS

To submit a complaint:

- The information to be provided by the person with the disability should include their personal contact information, the date, a description of the complaint, and what the member of the public requests to resolve the complaint. This information should be documented on the complaint form.
- The complaint should be forwarded to the Clerk.
- The Clerk will attempt to resolve the complaint in a timely manner, with the assistance of staff, Council and our Municipal solicitor if warranted.
- The member of the public will be contacted once a resolution has been reached.



## B. FEEDBACK PROCESS

To Submit a Suggestion:

- Should a member of the public wish to provide the Municipality with a suggestion on how to improve our service in order to assist any accommodation process:
- The individual will inform a staff member of the suggestion.
- The staff member will assist the individual in filling out the suggestion form, should they require assistance.



## B. FEEDBACK PROCESS

To Submit a Suggestion:

- The individual will be notified in a timely manner of how the Municipality will proceed with their suggestion.
- Staff response should include: if possible, an explanation of how we will implement the suggestion; a response indicating further investigation or an explanation of why we are unable to implement the suggestion.
- All complaints and suggestions should be recorded on a complaint form, and forwarded to the Clerk for appropriate resolution and or accommodation.



## C. SERVICE DISRUPTION

- If, in order to obtain, use or benefit from a provider's goods or services, persons with disabilities usually use particular facilities or services of the provider (for example, elevators) and if there is a temporary disruption in those facilities or services in whole or in part, the Municipality shall give notice of the disruption to the public.
- Notice of the disruption shall include information about the reason for the disruption, its anticipated duration and a description of alternate facilities or services, if any, that are available.
- Notice will be given by posting the information at a conspicuous place on premises owned or operated by the provider of goods or services, as well as by posting it on the Municipal website.
- If the Municipal website should expect a temporary service disruption, advance notice where possible, keeping with the conditions of section 8, shall be provided on the website.



## D. SERVICE ANIMALS

- For the purpose of this policy, a ‘service animal’ is defined as either:
- A “guide dog” as defined in section 1 of the *Blind Persons Rights’ Act*; or
- A “service animal” for a person with a disability. For the purpose of this policy, an animal is a service animal for a person with a disability;
  - if it is readily apparent that the animal is used by the person for the reasons relating to his or her disability; or
  - if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.



## D. SERVICE ANIMALS Cont'd

- The Municipality will allow the person and the animal into all municipally owned and operated public facilities that are open to the public, and will ensure that the person is permitted to keep the animal with him or her unless the animal is otherwise excluded by law (eg. Areas where food is prepared).
- If a service animal is otherwise excluded by law from the premises, the provider of goods or services shall ensure that other measures are available to enable the person with a disability to obtain, use or benefit from the provider's goods or services while maintaining their dignity and independence.



# E. FORMAT OF DOCUMENTS

- Should the Municipality be required to give a copy of a document to a person with a disability, the Municipality shall give the person the document, or the information contained in the document, in a format that takes into account the person's disability. See details under Section 16.
- Material printed in-house and publications produced on behalf of the Corporation of the United Townships of Head, Clara & Maria should contain a note indicating, "alternate formats are available upon request" and include relevant contact information. See details under Section 16.
- The United Townships of Head, Clara & Maria and the person with a disability will attempt to come to an agreement upon the format to be used for the document or information, subject to Section 17 of this policy.

## E. FORMAT OF DOCUMENTS Cont'd

- Alternate formats that may be considered by the Municipality and the person with the disability will include, but are not limited to:
- Print Requests:
- Requests for alternate formats should be honoured in the most practical manner depending on the media chosen, the size and complexity of the document, the quality and source of the documents, the feasibility of the request (including the cost) and the number of documents to be converted. It should be noted that when a request for one of these formats is received and deemed feasible, staff should make every attempt to respond to the request in the most practical manner and to the satisfaction of the requestor. If it is determined by staff that the production of the format requested is not feasible, then other alternate methods of providing the information should be explored that will still meet the needs of the requestor (e.g. Audio CD or explaining the information verbally etc.).





## E. FORMAT OF DOCUMENTS Cont'd

- Employee receives request from member of the public for alternate format;
- Employee fills out alternative format request form;
- Forwards request to the Clerk;
- The Clerk and Treasurer (in conjunction with the Municipal Solicitor where warranted) determine feasibility; or advises that no alternative is available;
- If feasible, proceeds with alternate format request; and
- If not feasible; contacts the individual with an alternative solution advising them that no alternative is available.

## E. FORMAT OF DOCUMENTS Cont'd

- American Sign Language (ASL) Interpreter Request:
- Employee receives request from public for ASL Interpreter;
- Employee fills out alternative format request form;
- Forwards request onto the Clerk;
- The Clerk contacts the Canadian Hearing Society to make a request;
- Once the Canadian Hearing Society confirms attendance of ASL Interpreter, the Clerk contacts the individual; and
- If ASL Interpreter is not available, the Clerk contacts the individual with an alternate solution or to advise them that no alternative is available.

## E. FORMAT OF DOCUMENTS Cont'd

- The feasibility of supplying documents will be determined based upon cost in relation to size of document and time associated with processing document requests.
- The time frame attached to the conversion process varies depending on the media chosen, the size, complexity, quality of source documents and number of documents to be converted. Documents shall be returned in a timely manner depending on the factors previously noted.
- Conversion shall be processed in-house wherever possible. When a member of the public requests a piece of Municipal documentation in an alternate format, General Administration shall be responsible for the cost of the conversion, materials and distribution, not the public requestor.
- In-house printing, where possible, should adhere to the CNIB's Clear Print Standards where applicable.



## F. TRAINING

- The Municipality of the United Townships of Head, Clara & Maria shall ensure that the following persons receive training about the provision of its goods or services to persons with disabilities:
- Every person who deals with members of the public or other third parties on behalf of the Municipality, whether the person does so as an employee, agent, volunteer or otherwise.
- Every person who participates in developing the Municipality's policies, practices and procedures governing the provision of goods or services to members of the public or other third parties.



## F. TRAINING Cont'd

- The training will include a review of the purposes of the Act and the requirements of this policy and instruction about the following matters:
- How to interact and communicate with persons with various types of disability, as outlined in this policy and procedures.
- How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person, as outlined in this policy and procedures.
- How to use equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods or services to a person with a disability. The Municipality will log and retain records which will record the details of the training provided, as well as the name of the person, format, and date the training was completed.
- The Municipality will customize the training going forward, based on the actual experiences, usage of the persons with disability within municipally owned or operated facilities and legislative requirements as amended from time to time by the province.



# G. ASSISTIVE DEVICES

- The Municipality will allow persons with disabilities to use their own personal assistive devices to obtain, use or benefit from the services offered by the Municipality.
- Should a person with a disability be unable to access the Municipality's services through the use of their own personal assistive device, the Municipality will ensure the following measures:
  - Determine if service is inaccessible, based upon individual requirements.
  - Assess service delivery and potential service options to meet the needs of the individual.
  - Notify person with disability of alternative service and how they can access the service, temporarily or on a permanent basis.



# Questions?

Thank You for Your  
Participation