

Type of Decision									
Meeting Date	Friday, November 20, 2009				Report Date	Monday, November 16, 2009			
Decision Required	X	Yes		No	Priority	X	High		Low
Direction	x	Information Only			Type of Meeting	X	Open		Closed

REPORT TITLE
Adopt Accessible Customer Service Policy Report 20/11/09/206

RECOMMENDATION: That Council adopt the following resolution adopting the Accessible Customer Service Policy as presented at the training prior to the meeting of November 6, 2009.

**WHEREAS** municipal obligation under the Accessibility for Ontarian's with Disability Act, 2005 requires policy and guidelines as per the Customer Service Standard to be enacted by January 1, 2010;

**THEREFORE BE IT RESOLVED THAT** the Council of the Municipality of the United Townships of Head, Clara & Maria does hereby approve and adopt the document numbered P&G 165/ADMIN/Customer Services Standard Policy Oct-09 as presented by the Clerk at the Training to staff and Council in November, 2009;

**AND BE IT FURTHER RESOLVED THAT** this policy and guidelines be implemented immediately.

BACKGROUND/EXECUTIVE SUMMARY: Please review the document received at the Accessible Customer Service training November 6, 2009. The policy and the resolution are pretty self-explanatory. We have a legal obligation to adopt a policy. The document that you were presented with is an amalgamation of documents of various other municipalities prepared under direction of the Ministry of Community and Social Services and AMCTO. The County of Renfrew created a policy that was reviewed by its legal department. That is the document that we utilized but adapted for our specific use.

This is a legal requirement. The only change from the document you were presented with at last meeting is the font size and the Policy Statement itself. I changed "...responsive to the needs of all of its residents" to "...to the needs of all of its residents and the general public". All other sections remain the same.

FINANCIAL CONSIDERATIONS/BUDGET IMPACT: - none.

Approved and Recommended by the Clerk

Melinda Reith,  
Municipal Clerk

*Melinda Reith*