

TOWNSHIP OF WELLESLEY

POLICY

POLICY NO.: 28

SUBJECT AREA: Administration

SUBJECT MATTER: Accessibility Standards for Customer Service

DATE OF COUNCIL MEETING: September 8, 2009

REVISED: April 28, 2021

MOTION NUMBER: 285

ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE

POLICY:

1. Establishment of Policies, Practices and Procedures

- (a) The Township of Wellesley shall establish policies, practices and procedures governing the provision of its goods or services to persons with disabilities.
- (b) The Township of Wellesley shall use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:
 - The goods or services must be provided in a manner that respects the dignity and independence of persons with disabilities.
 - The provision of goods or services to persons with disabilities and others must be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or services.
 - Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services.
- (c) When communicating with a person with a disability, a provider shall do so in a manner that takes into account the person's disability.

2. Use of Service Animals

- (a) If a person with a disability is accompanied by a guide dog or other service animal, the Township of Wellesley shall ensure that the person is permitted to enter the premises with the animal and to keep the animal with him or her unless the animal is otherwise excluded by law from the premises.
- (b) If a service animal is excluded by law from the premises, the Township of Wellesley shall ensure that other measures are available to enable the person with a disability to obtain, use or benefit from the Township of Wellesley's goods or services.
- (c) In this section,
 - "guide dog" means a guide dog as defined in section 1 of the Blind Persons Rights' Act
 - "service animal" means a service animal for a person with a disability
- (d) For the purposes of this section, an animal is a service animal for a person with a disability:
 - (I) if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
 - (ii) if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

3. Use of Support Persons

- (a) If a person with a disability is accompanied by a support person, the Township of Wellesley shall ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises.
- (b) The Township of Wellesley may require a person with a disability to be accompanied by a support person when on the premises, but only if consulting with the person with a disability and considering the available evidence, the municipality determines that:
 - i) a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises.
 - ii) there is no other reasonable way to protect the health and safety of the person with a disability and the health and safety of others on the premises

- (c) In those cases where a fee may be charged both the person with a disability and the support person accompanying them shall pay the applicable fee. If the municipality requires a person with a disability to be accompanied by a support person when on the premises, the municipality shall waive payment of the applicable fees, if any.
- (d) In this section:
 - "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.

4. Assistive Devices

- (a) People with disabilities may use their personal assistive devices when accessing our goods, services or facilities. In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.
- (b) We ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods, services or facilities.

5. Notice of Temporary Disruptions

- (a) If, in order to obtain, use or benefit from a Township of Wellesley goods or services, persons with disabilities usually use particular facilities or services of the Township of Wellesley and if there is a temporary disruption in those facilities or services in whole or in part, the Township of Wellesley shall give notice of the disruption to the public.
- (b) Notice of the disruption must include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available.
- (c) Notice may be given by posting the information at a conspicuous place on premises owned or operated by the Township of Wellesley goods or services, by posting it on the Township of Wellesley website or by such other method as is reasonable in the circumstances.

6. Training for Staff

- (a) The Township of Wellesley shall ensure that the following persons receive training about the provision of its goods or services to persons with disabilities:
 - (l) Every person who deals with members of the public or other third parties on behalf of the Township of Wellesley, whether the person does so as an employee, agent, volunteer or otherwise.

- (ii) Every person who participates in developing the Township of Wellesley policies, practices and procedures governing the provision of goods or services to members of the public or other third parties.
- (b) The training must include a review of the purposes of the Act and the requirements of this Regulation and instruction about the following matters:
 - (i) How to interact and communicate with persons with various types of disability.
 - (ii) 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.
 - (iii) How to use equipment or devices available on the Township of Wellesley premises or otherwise provided by the Township of Wellesley that may help with the provision of goods or services to a person with a disability.
 - (iv) What to do if a person with a particular type of disability is having difficulty accessing the Township of Wellesley goods or services.
- (c) The training must be provided to each person as soon as practicable after he or she is assigned the applicable duties.
- (d) Training must also be provided on an ongoing basis in connection with changes to the policies, practices and procedures governing the provision of goods or services to persons with disabilities.

7. Feedback Process for The Corporation of the Township of Wellesley

Feedback from customers gives the Township of Wellesley the opportunity to learn and improve. The Municipality encourages individuals to make suggestions on ways to improve our services and recognizes the right of customers to make a complaint.

1. To ensure that the delivery of goods and services to those individuals with disabilities is provided in an effective and timely manner, the customer is invited to provide their feedback as follows:
In writing, in person, e-mail, telephone, or disk, (or any other agreed upon method) addressed to:

Township of Wellesley
4639 Lobsinger Line, ON N0B 2M0
Attention: Municipal Clerk

Email: gkosch@wellesley.ca
Phone: 519.699.3946 Fax: 519.699.4540

2. The Municipal Clerk will respond either in writing, in person, e-mail, telephone, or disk (or any other agreed upon method) acknowledging receipt of feedback and will set out the action to be taken in response to any complaints or suggestions.
3. Feedback will be encouraged by Township staff and the process for feedback will be explained to customers and posted on the Township website.
4. Feedback will be used to assist with the revision of policies and procedures to provide accessible customer service

8. Notice of Availability of Documents

- (a) The Township of Wellesley notifies the public and employees about the availability of accessible formats and communications supports to whom it provides goods and services that the documents required by this Regulation are available upon request.
- (b) The notice may be given by posting the information at a conspicuous place on premises owned or operated by the Township of Wellesley, by posting it on the Township of Wellesley website, if any, or by such other method as is reasonable in the circumstances.

9. Format of Documents

- (a) If the Township of Wellesley is required by this Regulation to give a copy of a document to a person with a disability, it shall give the person the document, or the information contained in the document, in a format that takes into account the person's disability.
- (b) The Township of Wellesley and the person with a disability may agree upon the format to be used for the document or information.