

Looking for additional information?

Accessibility and customer service is everyone's concern. If you encounter circumstances where you feel that you need additional assistance, please contact your supervisor, or

Township of Wellesley at 519-699-4611

Or visit:

www.wellesley.ca or search "accessibility" on the intranet

www.mcass.gov.on.ca or www.AccessON.ca



Did you know...

By 2036, 1 in 5 Ontarians will have a disability.

Source: Ministry of Economic Development, Employment and Infrastructure

Accessible

Adjective

- * able to be reached or approached
- * able to be used or obtained
- * easy to appreciate or understand

Source: Merriam-Webster Dictionary

Inclusion Services
At Your Service
Accessible Customer Service



A brief overview of the accessibility legislation

The accessibility for Ontarians with Disabilities Act, 2005 will make Ontario more accessible by 2025. All businesses and organizations in Ontario are required to meet certain accessibility standards in five key areas:

Customer service, information and communication, employment, transportation and built environment.

The Customer Service Standard became law in 2008.

Service Animals

Service animals are used for many different reasons, including mobility assistance, sound alert, and autism assistance.

Assistive Devices

Assistive devices help people do daily tasks, and can include wheelchairs, walkers or recording machines.

Support Persons

A Support person may provide service to an individual requiring assistance with mobility, guidance for persons with sensory disabilities (hearing/sight), personal care, medical needs or other reasons.

Importance of using person-first language

Using people-first language is respectful as it emphasized the person and not the disability.

Say...a person with a disability

Instead of...a disabled person

Say...a person with a developmental disability

Instead of...a mentally retarded person

Say...a person with a vision disability

Instead of...a blind person

Say...a person who is hard of hearing/deaf

Instead of...a deaf person

International
Symbol of
Accessibility
(ISA)



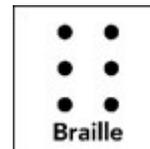
Assistive
Listening
Systems



Sign
Language
Interpretation



Braille Symbol



Closed
Captioning
(CC)



Accessible
Print



A checklist for providing excellent customer service

Offer respect and consideration Treat people with disabilities with the same respect and consideration you would give to anyone else.

Get to know the person's needs/Be patient and take the necessary time

Listen to what the person is saying, just as you would with anyone else. Sometimes it may take a person with a disability a little bit longer to express themselves (ie. They may be using a communication device.)

Speak directly to the person Speak directly to the person with a disability, not to his or her support person or interpreter.

Speak in your regular tone of voice People with disabilities will tell you if you need to speak louder.

Ask before you offer to help People with disabilities can tell you the best way you can help them. A person with a disability may have an established routine of how to do something therefore, please ask first before offering to help.

Do not pretend to understand if you have not Simply ask the person with a disability to repeat themselves. IF you understood part of what was said please rephrase what you have understood so that the person with a disability will only need to repeat back the piece that you did not understand.

Do not touch or distract service animals They are working and need to stay focused on their task.

Do not touch or move assistive devices without permission These items are a part of the person's personal space

Consider accessibility when planning a meeting or event Consider the location, the signage materials distributed at the event (handouts, brochure, etc.) or if ASL or assistive devices are required.

Keep obstacles out of the way Ensure that there are no tripping hazards and that pathways are kept clear