

MUNICIPALITY OF GREY HIGHLANDS

BY-LAW NUMBER 2009 - 98

A BY-LAW TO ADOPT AN ACCESSIBLE CUSTOMER SERVICE POLICY

WHEREAS Section 8 of the *Municipal Act 2001, S.O. 2001*, as amended provides that a municipality has the authority to govern its affairs as it considers appropriate and enables the municipality to respond to municipal issues;

AND WHEREAS it is deemed necessary and desirable that the Council of the Corporation of the Municipality of Grey Highlands enact a by-law adopting An Accessible Customer Service Policy.

NOW THEREFORE, the Council of the Corporation of the Municipality of Grey Highlands hereby enacts as follows:

1. The Accessible Customer Service Policy attached hereto as Schedule "A" is enacted and forms part of this by-law.
2. That this by-law comes into full force and effect on December 1, 2009.

Read a first and second time this 26th day of October , 2009.

Read a third time and finally passed this 26th day of October , 2009

The Corporation of the
Municipality of Grey Highlands

Brian Mullin-Mayor

Debbie Robertson-Municipal Clerk



ACCESSIBLE CUSTOMER SERVICE POLICY

**Providing Goods & Services
to People with Disabilities**

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Accessible Customer Service Policy

1. PURPOSE:

This policy is intended to meet the requirements of the Accessibility for Ontarians with Disabilities Act, 2005 and all related standards and regulations introduced under this legislation, ensuring that persons with disabilities are provided equal opportunities and standards of service.

This policy establishes that goods and services provided by the Municipality of Grey Highlands shall be provided to persons with disabilities and all customers in accordance with the following key principles:

Dignity: Service is provided in a respectful manner consistent with the needs of the individual.

Independence: Services for persons with disabilities shall support their independence while respecting their right to safety and personal privacy.

Equity/Equal Opportunity: Service will be provided in the same manner for persons with disabilities as for persons without disabilities.

Integrated: Services allow people with disabilities to fully benefit from the same services, in the same place and in the same or similar way as other customers; unless an alternate measure is necessary to enable a person with a disability to access goods or services.

Responsive: Service is delivered in a timely manner, considering the nature of the service and the accommodation required. For example, if needed, alternate formats will be provided by a specific deadline.

2. SCOPE:

This policy applies to Members of Council, all Municipal employees as well as board & committee members, volunteers, agents or contractors who act on behalf of or represent the Municipality of Grey Highlands in any manner. This policy also applies to members of the Grey Highlands Public Library System Board, its employees and volunteers.

3. POLICY STATEMENT:

The Municipality of Grey Highlands strives at all times to provide its goods and services in a way that respects the dignity and independence of all people. Grey Highlands is also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

a. The Provision of Goods & Services to Persons with Disabilities

The Municipality of Grey Highlands will use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

- Persons with disabilities are provided equal opportunity to obtain, use and benefit from the Municipality of Grey Highlands goods and services
- Goods and services are provided in a manner that respects the dignity and independence of persons with disabilities.
- The goods and services provided to persons with disabilities are integrated with the provision to others unless an alternate measure is necessary to allow a person with a disability to benefit. The alternate measure may be temporary or permanent.
- Persons with disabilities may use assistive devices, service animals and support persons as is necessary to access the Municipality of Grey Highlands' goods and services

It is important to understand that information about a disability is personal and private and must be treated confidentially. In most cases it will not be necessary to ask for proof of a disability. Through implementing the customer service standard, accessibility will simply become part of every day service delivery. Some providers such as schools, colleges and universities may require proof of disability because of the type of services that they provide. In such cases, these providers may be subject to privacy-related laws with respect to that information. Guide to the Accessibility Standards for Customer Service, Ontario Regulation 429/07, Section 2 d. (i).

b. Communication with Persons with Disabilities

The Municipality of Grey Highlands will communicate with people with disabilities in ways that take into account their disability. Municipal staff who communicates with customers will be trained on how to interact and communicate with people with various types of disabilities.

The Municipality of Grey Highlands staff is committed to providing fully accessible telephone customer service. Staff will be trained to communicate with customers over the telephone in clear and plain language, to speak clearly and slowly and to tailor their responses as much as possible in support of the individual.

The Municipality of Grey Highlands may deem it necessary to confirm status/presence of a disability in order to provide services to a person with a disability. This will only occur after consultation with the person with a disability and when it is the only means to allow the person with a disability to access the Municipality of Grey Highlands goods or services.

c. Notice of Temporary Disruptions

In the event of a planned service disruption to facilities, services or systems that are relied upon by persons with disabilities to access Municipality of Grey Highlands goods or services, notice of the disruption shall be provided in advance.

Notice will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities, services or systems that may be available.

Notice may be given by posting the information in a conspicuous place on premises owned or operated by the provider of goods or services, or posted on the Municipality of Grey Highlands web site or by such other method as is reasonable under the circumstances. In the event of an unexpected disruption, notice will be provided as soon as possible.

d. Assistive Devices

The use of assistive devices by persons with disabilities to obtain, use or benefit from the Municipality's goods or services is recognized unless otherwise prohibited due to health and safety or privacy issues (see list of legislation under *References and Related documents* section of this document which provides a non-exhaustive list of such legislation). Where applicable assistive devices owned and operated by the Municipality of Grey Highlands will be available for use by persons with disabilities.

e. Guide Dogs & Service Animals

Persons with disabilities are permitted to be accompanied by their guide dog and service animal and keep that animal with them in areas/premises that are open to the public, when accessing goods and services provided by Municipality of Grey Highlands, unless superseded by other legislation (see list of legislation under *References and Related Documents* which provides a non-exhaustive list of such legislation).

In the event that a service animal is otherwise prohibited by law from the premises, the Municipality of Grey Highlands will ensure that other measures are available to enable the person with a disability to obtain, use or benefit from municipal goods and services.

The care and control of Guide Dogs and Service Animals are the sole responsibility of the owner at all times while accessing and receiving municipal services.

f. Support Persons

If a person with a disability is accompanied by a support person, they are permitted to enter the premises together and will not be prevented from having access to each other while on the premises.

The Municipality may require a person with a disability to be accompanied by a support person while on its premises, but only if 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.

The Municipality of Grey Highlands will waive admission fees for support persons who accompany a person with a disability into facilities where admission is charged or at special events where admission fees apply.

If there is confidential information to be disclosed, consent must be received from the person with the disability if requesting the presence of their support person during the discussion.

g. Feedback

The Municipality of Grey Highlands will maintain a feedback form to enable members of the public to comment on the provision of goods and services to persons with disabilities.

Feedback shall be received in any form (e.g. in person, telephone (TTY via Bell Canada Relay Operator), in writing, fax, or in electronic format including email) and all such documents will be logged. All questions and concerns received by the Corporate Services Administrator shall be acknowledged within a maximum of 2 business days from the date of receipt. Response time to the feedback will depend on the issue, but will not exceed 30 business days unless there are extenuating circumstances involved.

h. Training

Elected officials, staff, volunteers (incl. board and committee members), agents/contractors, third parties and any other individuals who interact with the public or other third parties on behalf of the Municipality of Grey Highlands, or who participate 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 will receive training and/or information on the following topics as outlined in *Ontario Regulation 429/07*.

Accessibility Awareness Training will include a review of the Act and the requirements of this policy and instruction about the following:

- Review of the AODA and the requirements of Regulation 429/07.
- How to interact and communicate with persons with various types of disabilities.
- How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog/service animal or the assistance of a support person.
- The Municipality of Grey Highlands' Accessible Customer Service policies, procedures and practices.
- What to do if a person with a disability is having difficulty accessing the Municipality's goods and services.

The aforementioned training and/or information must be provided to each person as soon as practical after he or she is assigned applicable duties.

The requirement for this training when working with agents/contractors or third parties will be outlined in Request for Proposal and Tender documents.

The Municipality will adjust the training going forward based on actual experiences and the implementation of the remaining standards outlined in the Act.

Training Records

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

4. FORMAT OF DOCUMENTS

The Municipality of Grey Highlands is committed to providing accessible information to all of our customers.

Should the Municipality of Grey Highlands be required to give a copy of a document to a person with a disability, the Municipality shall use every reasonable effort to provide the document, or the information contained in the document, in a format that takes into account the person's disability and the resources of the municipality. The Municipality of Grey Highlands and the person with a disability may agree upon the format to be used for the document or information.

5. NOTICE OF THE AVAILABILITY OF DOCUMENTS:

Notice of the availability of all documents required by the Accessibility Standards for Customer Service Regulation 429/07 will be posted on the Municipality's website, and available through the Municipal Clerk's Office upon request.

6. MODIFICATIONS TO THIS OR OTHER POLICIES :

The Municipality of Grey Highlands is committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.

Any policy of the Municipality of Grey Highlands that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

7. QUESTIONS ABOUT THIS POLICY:

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about this policy, or if the purpose of this policy is not understood, inquiries should be referred to the Corporate Services Administrator.

8. DEFINITIONS:

Assistive Device shall mean an auxiliary aid such as communication aids, cognition aids, personal mobility aids and medical aids (i.e. canes, crutches, wheelchairs, or hearing aids).

Barrier, as defined by the *Accessibility for Ontarians with Disabilities Act, 2005*, means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

Customer is a person who buys, receives or uses goods or services.

Disability, as defined by the *Accessibility for Ontarians with Disabilities Act, 2005* and the *Ontario Human Rights Code*, is:

- any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- a condition of mental impairment or a developmental disability,
- 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, or
- an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

Guide Dog – A “guide dog” as defined in section 1 of the *Blind Persons Rights Act* is a dog trained as a guide for a blind person and having qualifications prescribed by the regulations under the Blind Persons’ Rights Act.

Service Animal – For the purpose of this policy, an animal is a service animal for a person with a disability,

(a) If it is readily apparent that the animal is used by the person for the reasons relating to his or her disability; or

(b) If the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Support Person – As defined in *Ontario Regulation 429/07* a 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.

9. REFERENCES & RELATED DOCUMENTS:

- *Ontarians with Disabilities Act, 2001*
- *Accessibility for Ontarians with Disabilities Act, 2005*
- *Ontario Regulation 429/07 - Accessibility Standards for Customer Service*
- *Ontario Human Rights Code*
- *Grey County Joint Accessibility Plan, 2008 (incl. appendices)*
- *Ontario regulation 31/05 under the Food Safety and Quality Act, 2001*
- *Ontario Regulation 562 under the Health Protection and Promotion Act*
- *Municipality of Grey Highlands By-law No. 2006-112 – By-law to Control and License Dogs and Kennels*
- *Dog Owner’s Liability Act*
- *Other Accessibility Standards as approved into Regulation*



ACCESSIBLE CUSTOMER SERVICE

BEST PRACTICES & PROCEDURES

Providing Goods & Services to People with Disabilities

INTRODUCTION

The Ontarians with Disabilities Act (ODA) 2001 was passed by the Provincial Government in 2001. The purpose of this Act is to improve the opportunities for persons with disabilities and to provide for their participation and inclusion in the identification, removal and prevention of barriers to their full participation in the life of the Province.

Accessibility for Ontarians with Disabilities Act – AODA, 2005 was passed by the provincial Government in 2005. The purpose of this Act is to benefit all Ontarians by:

- Developing, implementing and enforcing accessibility standards in order to achieve accessibility for Ontarians with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises on or before January 1, 2025.
- Providing for the involvement of persons with disabilities, of the Government of Ontario and of representatives of industries and of various sectors of the economy in the development of the accessibility standards.

The materials provided in this handbook are intended to provide you with some basic information on how to interact with ratepayers, visitors and users of the municipalities goods and services who require special assistance.

COMMUNICATION

Words can influence and reinforce the public's perception of people with disabilities. They can create either a positive view of people with disabilities or an indifferent, negative depiction.

General Customer Service Etiquette

- Use *disability* or *disabled*, not *handicap* or *handicapped*.
- Never use terms such as *retarded*, *dumb*, *psycho*, *moron* or *crippled*. These words are very demeaning and disrespectful to people with disabilities.
- Remember to put people first. It is proper to say *person with a disability*, rather than *disabled person*.
- If you don't know someone or if you are not familiar with the disability, it's better to wait until the individual describes his/her situation to you, rather than to make your own assumptions. Many types of disabilities have similar characteristics and your assumptions may be wrong.

The following preferred words and phrases will help you choose language that is neither demeaning nor hurtful. People with disabilities prefer these terms.

Instead of	Please use
Aged (the)	Seniors
Birth Defect, congenital defect, deformity	A person with a disability since birth. A person who has a congenital disability.
Blind (the), visually impaired (the)	A person who is blind. A person with a vision disability. A person with vision loss. A person with a visual impairment A person with low vision.
Confined to a wheelchair, wheelchair bound	A person who uses a wheelchair.
Cripple, crippled, lame	A person with a disability. A person with a mobility impairment or, more specifically, a person who walks with crutches. A person who uses a walker.

	A person who uses a mobility aid. A person with arthritis, etc.
Deaf (the), hearing impaired (the)	A person who is deaf (person with profound hearing loss who communicates using sign language.) A person who is deafened (deaf later in life.) A person who is hard of hearing (person with hearing loss who communicates primarily by speech.) A person with a hearing loss. When referring to the deaf community and their culture (whose preferred mode of communication is sign language) it is acceptable to use "the Deaf."
Epileptic	Person who has epilepsy.
Fits, spells, attacks	Seizures.
Handicapped (the)	Person with a disability.
Learning disabled, learning disordered, the dyslexics	A person with a learning disability or people with learning disabilities
Mentally retarded, idiot, simple, retarded, feeble minded, imbecile	A person with an intellectual disability. A person with a developmental disability.
Normal	Person who is not disabled.
Physically challenged	Person with a physical disability.
Invalid	Person with a disability.

Disabilities are not always visible or easy to distinguish.

PHYSICAL disabilities include a range of functional limitations from minor difficulties in moving or coordinating one part of the body, through muscle weakness, tremors, and paralysis. Physical disabilities can be congenital such as Muscular Dystrophy; or acquired, such as tendonitis. A physical disability may affect an individual's ability to:

- Perform manual tasks such as hold a pen, turn a key or grip a door knob
- Move around independently
- Control the speed or coordination of movements
- Reach, pull or manipulate objects
- Have strength or endurance

Best practices and procedures for Customer Service:

There are many types and degrees of physical disabilities, and not all require a wheelchair. It may be difficult to identify a person with a physical disability.

Here are some tips on serving customers who have physical disabilities:

- Speak normally and directly to your customer. Don't speak to someone who is with them
- Ask before you help.
- Wheelchairs and other mobility devices are part of a person's personal space, don't touch, move or lean on them
- Provide your customer information about accessible features of the immediate environment (automatic doors, accessible washrooms, etc.)
- Keep ramps and corridors free of clutter
- If a counter top is too high or wide, step around it to provide service
- Provide seating for those that cannot stand in line
- Be Patient. Customers will identify their needs to you

HEARING loss can cause problems in distinguishing certain frequencies, sounds or words. A person who is deaf, deafened or hard of hearing may be unable to:

- Use a public telephone
- Understand speech in noisy environments
- Pronounce words clearly enough to be understood by strangers

Best practices and procedures for Customer Service:

Like other disabilities, hearing loss has a wide variety of degrees. Remember, customers who are deaf or hard of hearing may require assistive devices when communicating.

Here are some tips on service customers who are deaf or hard of hearing:

- Attract the customer's attention before speaking. The best way is a gentle touch on the shoulder or gently waving your hand
- Don't shout. Speak clearly
- Be clear and precise when giving directions, and repeat or rephrase if necessary.
- Face the person and keep your hands and other objects away from your face and mouth
- If a sign language interpreter is facilitating the conversation always direct your attention to the Deaf person – not the interpreter
- Any confidential or personal (e.g. financial) matters should be discussed in a private room to avoid other people overhearing
- If the person uses a hearing aid, try to speak in an area with few competing sounds
- If necessary, write notes back and forth to share information. Remember that many of the Deaf consider American Sign language to be their first language and English as their second language. Thus they may not be fluent in spoken or written English.

VISION disabilities reduce one's ability to see clearly. Very few people are totally blind. Many have limited vision such as tunnel vision, where a person has a loss of peripheral or side vision, or a lack of central vision, which means they cannot see straight ahead. Some can see the outline of objects while others can see the direction of light. Vision loss can result in:

- Difficulty reading or seeing faces
- Difficulty maneuvering in unfamiliar places
- Inability to differentiate colours or distances
- A narrow field of vision
- The need for bright light, or contrast
- Night blindness

Best practices and procedures for Customer Service:

Vision disabilities can restrict your customers' abilities to read signs, locate landmarks or see hazards. In some cases, it may be difficult to tell if a person has a vision disability. Others may use a service animal or white cane. Here are some tips on serving customers who have vision disabilities:

- Greet the member of the public by identifying yourself and introduce anyone else who may be present with you
- If the person uses a service animal – do not touch or approach the animal – it is working.
- Verbally describe the setting, form, location as necessary
- Offer your arm to guide the person. Do not grab or pull.
- Don't leave your customer in the middle of a room. Show them to a chair, or guide them to a comfortable location and place their hand on the back or the arm of the seat.
- Let the member of the public know if you move or need to end the conversation. Never walk away without saying good - bye.

INTELLECTUAL disabilities affect a person's ability to think and reason. It can be caused by any number of factors. A person with an intellectual disorder may have difficulty with:

- Understanding spoken and written information
- Conceptual information
- Perception of sensory information
- Memory

Best practices and procedures for Customer Service:

People with intellectual or developmental disabilities may have difficulty doing many things most of us take for granted. These disabilities can mildly or profoundly limit one's ability to learn. You may not be able to know that someone has this disability unless you are told, or you notice the way people act, ask questions or use body language.

As much as possible, treat your customers with an intellectual or developmental disability like anyone else. They may understand more than you think, and they will appreciate you treating them with respect.

Here are some tips on serving customers who have an intellectual or developmental disability:

- Don't assume what a person can or cannot do
- Use clean, simple language
- Be prepared to explain and provide examples regarding information
- Remember that the person is an adult and unless you are informed otherwise, can make their own decisions
- If you can't understand what is being said, don't pretend. Just ask again
- Speak directly to your customer, not to their companion or attendant

SPEECH disabilities involve the partial or total loss of the ability to speak. Typical disabilities include problems with:

- Pronunciation
- Pitch and loudness
- Hoarseness or breathiness
- Stuttering or slurring

Best practices and procedures for Customer Service:

Some people have problems communicating. Some people who have severe difficulties may use communication boards or other assistive devices.

Here are some tips on serving customers with speech or language impairments:

- Speak directly to the person, not to the person who may accompany them
- Do not assume a person who has a speech disability also has a developmental disability
- Do not finish the persons sentences
- Ask them to repeat as necessary, or to write their message.
- If you are able, ask questions that can be answered 'yes' or 'no'
- Verify your understanding
- Patience, respect and willingness to find a way to communicate are the best tools

MENTAL HEALTH disabilities include a range of disorders however there are three main types of mental health disability:

- Anxiety
- Mood
- Behavioral

People with mental health disabilities may seem edgy or irritated; act aggressively; be perceived as pushy or abrupt; be unable to make decision; start laughing or get angry for no apparent reason.

Best practices and procedures for Customer Service:

- Treat each person as an individual. Ask what would make him/her the most comfortable and respect his/her needs to the maximum extent possible.
- Try to reduce stress and anxiety in situations.
- Stay calm and courteous, even if the customer exhibits unusual behavior, focus on the service they need and how you can

NOTICE OF TEMPORARY DISRUPTIONS

TEMPORARY DISRUPTION IN SERVICE

It is possible that from time to time there may be disruptions in service. If a disruption of service is planned, and expected, it is important to provide reasonable notice.

People with disabilities may often go to a lot of trouble to access services, such as booking transportation or arranging a ride. By providing notice, you can save that person an unnecessary trip.

Notice may be given by posting the information at a conspicuous place on premises owned or operated by the Municipality of Grey Highlands, by posting it on the municipality's website or by such other method as is reasonable in the circumstances.

UNEXPECTED DISRUPTION IN SERVICE

In the event of an unexpected disruption in service, notice may be provided in a variety of ways and will be done as quickly as possible. In the event of a service disruption, alternative methods of service may be considered and those impacted by service interruptions shall be informed of any alternative methods.

ASSISTIVE DEVICES

The term “assistive devices” refers to an auxiliary aid such as communication aids, cognition aids, personal mobility aids and medical aids (i.e. canes, crutches, wheelchairs, or hearing aids). The following assistive aids are available through the Municipality of Grey Highlands:

1. Accessible Telephone Service

If enquiries for telephone services are received for hearing impaired or vision impaired individuals, please refer them to Bell Canada. The Bell Relay Service operator is available to assist in placing or receiving calls to/from persons who use a TTY/teletypewriter. The operator will also assist in placing VCO (Voice Carry Over) and HCO (Hearing Carry Over) calls. VCO mode allows a person with a hearing disability to speak directly to the other party. HCO mode allows a person with a speech disability to hear the other party. There is no charge for local calls.

2. Accessible Parking and Accessible Ramps

The accessible parking places for all municipal buildings should be connected or integrated with a barrier - free path of travel. Wherever possible, the accessible path of travel shall be designed to avoid entering the vehicular routes and drives and be part of the shortest accessible route to the building or facility entrance.

The accessible parking places & ramps shall be cleared of snow as soon as practicable.

3. Municipal Elections

Municipalities must meet or exceed the accessibility requirements of the Municipal Elections Act and the barrier - free design requirements of the Ontario Building Code when addressing the accessibility of municipal voting facilities. When making arrangements for municipal elections, The Town Clerk:

- Shall use every reasonable effort to provide election materials in accessible formats;
- Shall have regard to the needs of the electors with disabilities when choosing a location for a voting location;
- Should *ballot by mail* not be an option, the Town Clerk shall instruct a Deputy Returning Officer to attend on an elector anywhere within the area designated as the voting place, in order to allow a person with a disability to vote.

GUIDE DOGS & SERVICE ANIMALS

Guide dogs & service animals offer independence and security to many people with various disabilities. Some laws generally prohibit animals in certain areas (such as food preparation areas) however service animals are permitted in most public situations.

- Every employee shall allow persons with disabilities to be accompanied by their guide dog or service animal unless the animal is excluded by law (see list of legislation under *References and Related documents* section of the Accessible Customer Service Policy which provides a non-exhaustive list of such legislation). Where an animal is excluded by law from the premises, the reason why the animal is excluded shall be explained to the persons with disabilities. Other reasonable arrangement to provide goods and services shall be explored with the assistance of the person with the disability.
- When a service animal is unruly or disruptive (jumping on people, biting, or other harmful behaviour) an employee may ask the person with the disability to remove the animal from the area or refuse access to goods or services. Other reasonable arrangements to provide goods or services shall be explored with the assistance of the person with the disability.

SUPPORT PERSONS

Support people assist people with disabilities in a variety of ways, by assisting with communication such as a sign language interpreter, or as a Personal Support Worker providing physical assistance. A support person may also be a friend or relative that will assist and support the customer.

- Every employee shall use reasonable efforts to allow persons with disabilities to use their own assistive devices to access goods and/or services
- Persons with disabilities may be accompanied by their support person while accessing goods and/or services.
- The Municipality may require a person with a disability to be accompanied by a support person while on its premises, but only if 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.
- Generally, fees for goods and services at municipally conducted events will be waived for a support person. Should there be an amount payable, if any, in respect of the support person the Municipality will provide advance notice of the amount payable.
- When discussing “confidential” or personal (eg. financial) information, employees must request the person with a disability to waive their right to privacy if they are requesting the presence of their support person during the discussion. Should they choose not to waive their right to privacy the employee may choose to not to discuss the information in the presence of the support person.

FEEDBACK

The ultimate goal of The Municipality of Grey Highlands is to meet and surpass customer expectations while serving all people, including those with disabilities.

Feedback shall be received in any form (e.g. in person, telephone (TTY via Bell Canada Relay Operator), in writing, fax, or in electronic format including email) and all such documents will be logged. All questions and concerns received by the Corporate Services Administrator shall be acknowledged within a maximum of 2 business days from the date of receipt. Response time to the feedback will depend on the issue, but will not exceed 30 business days unless there are extenuating circumstances involved.

To submit a suggestion or a complaint the customer should use the *Accessible Customer Service Feedback Form* that will be made available at all municipal facilities and sites in hard copy, via the website, by phone or by e-mail. A staff person can assist the member of the public with the form in a manner that takes into consideration their disability.

Process:

1. Thank the member of the public for their feedback
2. Ask the member of the public to complete a copy of the Feedback Form.
The form should include their personal contact information, the date and a description of the complaint or suggestion.
3. Forward the form to the appropriate Department Head.
4. The Department Head will respond, in a timely manner, to the member of the public to either resolve the complaint or outline how the municipality will proceed with their suggestion.
5. Staff will respond to the feedback form in the same manner in which it was received ie. letter (hard copy), phone or e-mail

**Document for Notifying the Public
About Disruptions in Service**



NOTICE OF DISRUPTION

Type of Disruption_____

Reason For Disruption_____

Duration of Disruption_____

Alternative facilities or services_____



Document for Obtaining Feedback

Customer Feedback Form

Thank you for visiting The Corporation of the Municipality of Grey Highlands. We value all of our customers and strive to meet everyone's needs.

Please tell us the date and time of your visit:

Did we respond to your customer service needs today?

YES NO

Was our customer service provided to you in an accessible manner?

YES SOMEWHAT NO (please explain below)

Did you have any problems accessing our goods and services?

YES (please explain below) SOMEWHAT (please explain below)

NO

Please add any other comments you may have:

Contact information *:

Thank you,
The Corporation of the Municipality of Grey Highlands