



*Owen Sound*

**STANDARD POLICY**

**S.P. NO: CrS-HR6**

**PAGE NO. 1 OF 5**

**DATE: Dec. 22/09**

**SUBJECT: ACCESSIBLE CUSTOMER SERVICE STANDARDS UNDER THE ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT LEGISLATION**

**DEPARTMENT: Corporate Services  
DIVISION: Human Resources**

**COUNCIL AUTHORITY OR STAFF APPROVED:**  
Council Resolution – September 14<sup>th</sup>, 2009

**NEW: X**

**REVISED:  
DATE:**

**PURPOSE:**

Under the Accessibility for Ontarians with Disabilities Act, 2005, which came into force January 1, 2008, all municipalities shall meet the requirements of accessibility standards established by regulation. It is the purpose of this policy to establish Accessibility Standards for Customer Service for the City of Owen Sound in accordance with Ontario Regulation O. Reg. 429/07.

The accessibility standards for customer service apply to the designated public sector organizations on and after January 1, 2010 and to other providers of goods or services on and after January 1, 2012.

This policy applies to all employees of the City of Owen Sound, elected officials, agents, volunteers and contracted service providers of goods or services for The Corporation of the City of Owen Sound.

**DEFINITIONS:**

"City of Owen Sound" - In certain circumstances, inclusive wording is used for the term "City of Owen Sound" and shall include persons, Member of Council, employees, agents or service providers of goods or services for The Corporation of the City of Owen Sound.

"Guide Dog" – means an animal, specifically a canine as defined in the Blind Persons Act.

"Service Animal" – means an animal, as defined in O. Reg 429/07, used for the support of a person with a disability.

"Support Person" – means, in relation to a person with a disability, another person who accompanies him or her in order to help them with communication, mobility, personal care or medical needs or with access to goods or services.



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**PAGE NO. 2 OF 5**

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**POLICY:**

**1. Establishment of Policies and Procedures**

- 1.1 The City of Owen Sound shall establish policies, procedures and practices governing the provision of goods and services to persons with disabilities.
- 1.2 The City of Owen Sound shall use reasonable efforts to ensure that its policies, procedures and practices are consistent with the following principles:
  - 1.2.1 The goods or services provided shall be in a manner that respects the dignity and independence of persons with disabilities.
  - 1.2.2 The provision of goods or services to persons with disabilities and others shall 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.
  - 1.2.3 Persons with disabilities shall be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services.
- 1.3 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**

- 2.1 If a person with a disability is accompanied by a guide dog or other services animal, the City of Owen Sound shall ensure that the person is permitted to enter the premises with the animal and to keep the animal with him or her.
- 2.2 For the purpose of this section, an animal, under the control of its owner, is a service animal for a person with a disability if, any one of the following are met:
  - 2.2.1 It is readily apparent that the animal is used by the person for reasons relating to his or her disability.
  - 2.2.2 The person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.



*Owen Sound*

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**PAGE NO. 3 OF 5**

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2.2.3 If a service animal is excluded by law from the premises, the City of Owen Sound shall ensure that other measures are available to enable the person with a disability to obtain, use or benefit from the City's goods or services.

**3. Use of Support Persons**

3.1 If a person with a disability is accompanied by a support person, the City of Owen Sound 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.

3.2 The City of Owen Sound may require a person with a disability to be accompanied by a support person when on the 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.

3.3 If an amount is payable by a person for admission to the premises or in connection with a person's presence at the premises, the City of Owen Sound shall ensure that information is available about the amount, if any, payable in respect of the support person.

**4. Notice of Temporary Disruptions in the Delivery of Goods or Services**

4.1 If, in order to obtain, use or benefit from a City of Owen Sound goods or service, persons with disabilities usually use particular facilities or services of the City of Owen Sound and if there is a temporary disruption in those facilities or services in whole or in part, the City of Owen Sound shall give notice of the disruption to the public.

4.2 Notice of the disruption shall include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available.

4.3 Notice may be given by posting the information at a conspicuous place on the premises owned or operated by the City of Owen Sound of goods or services, by posting it on the City of Owen Sound website or by such other method as is reasonable in the circumstances.



*Owen Sound*

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**PAGE NO. 4 OF 5**

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**5. Training of Staff**

- 5.1 The City of Owen Sound shall ensure that the following persons receive training about the provisions of its goods or services to persons with disabilities:
  - 5.1.1 Every person who deals with members of the public or other third parties on behalf of the City of Owen Sound, whether the person does so as an employee, agent, volunteer or otherwise.
  - 5.1.2 Every person who participates in developing the City of Owen Sound's policies, practices and procedures governing the provision of goods or services to members of the public or other third parties.
- 5.2 The training shall include a review of the purposes of the Act and the requirements of this Regulation and instructions about the following matters:
  - 5.2.1 How to interact and communicate with persons with various types of disabilities.
  - 5.2.2 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.
  - 5.2.3 How to use equipment or devices available on the City of Owen Sound's premises or otherwise provided by the City of Owen Sound that may help with the provision of goods or services to a person with a disability.
  - 5.2.4 What to do if a person with a particular type of disability is having difficulty accessing the City of Owen Sound's goods or services.
- 5.3 The training shall be provided to each person as soon as practicable after he or she is assigned the applicable duties.
  - 5.3.1 A record of training (participant, date, type of training) shall be kept on file by the City of Owen Sound.
- 5.4 Training shall 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.



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**6. Feedback Process for The Corporation of the City of Owen Sound**

- 6.1 The City of Owen Sound shall establish a process for receiving and responding to feedback about the manner in which it provides goods or services to persons with disabilities and shall make information about the process readily available to the public.
- 6.2 The feedback process shall allow persons to provide their feedback in person, by telephone, in writing, or by delivering an electronic text by email or on diskette or otherwise.
- 6.3 The feedback process shall specify the actions that the City of Owen Sound is required to take if a complaint is received under Section 6.1.

**7. Notice of Availability of Documents**

- 7.1 The City of Owen Sound shall notify persons to whom it provides goods or services that the documents required by this Regulation are available upon request.
- 7.2 The notice may be given by posting the information at a conspicuous place on premises owned or operated by the City of Owen Sound, by posting it on the City of Owen Sound's website, or by such other method as is reasonable in the circumstances.

**8. Format of Documents**

- 8.1 If the City of Owen Sound is required by the Regulation to provide a copy of a document to a person with a disability, it shall provide the person the document, or the information contained in the document, in a format that takes into account the person's disability.
- 8.2 The City of Owen Sound and the person with the disability may agree upon the format to be used for the document or information.

**9. Practices**

- 9.1 Practices respecting the delivery of goods and services to persons with disabilities shall adhere to the principals of dignity, independence, integration and equal opportunity and shall be established, evaluated and revised as required.