



Municipality of Central Manitoulin

Accessible Customer Service Policy

Effective Date: January 1, 2010

Employees Covered: All

Council Adoption Date: December 17, 2009

Revision No: 0 November 10, 2009

Person Responsible: Administrative Assistant

In compliance with the
Accessibility for Ontarians with Disabilities Act, 2005

Ontario regulation 429/07
Accessibility Standards for Customer Service

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Municipality of Central Manitoulin Customer Service Policy Statement

Providing Goods and Services to People with Disabilities

1. Our Mission

The Municipality of Central Manitoulin is committed to enriching quality of life for persons with disabilities by continually identifying, removing and preventing barriers to ensure a fully accessible community exists for all citizens, and doing so in a manner that respects dignity, independence, integration and equality of opportunity.

2. Our Commitment

In fulfilling our mission, the Municipality of Central Manitoulin strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are 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.

3. Providing goods and services to people with disabilities

The Municipality of Central Manitoulin is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

3.1 Communication

We will communicate with people with disabilities in ways that take into account their disability.

We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

3.2 Telephone services

We are committed to providing fully accessible telephone services to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.

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We will offer to communicate with customers by email or written text if telephone communication is not suitable to their communication needs or is not available.

3.3 Assistive Devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods and services.

We will also ensure that staff knows how to use the following assistive devices available on our premises for our customers: chairlifts.

3.4 Billing

We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following formats: hard copy, large print, or by email.

We will answer any questions customers may have about content of the invoice in person, by telephone or email.

3.5 Standard Practices (See Schedule A)

The Municipality of Central Manitoulin will establish standard practices to assist in providing accessible Customer Service. These Standard Practices will form part of the mandatory training requirement.

4. Use of service animals and support persons

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all staff, volunteers and others dealing with the public and are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

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We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter the Municipality of Central Manitoulin's premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

Fees will not be charged for support persons for admission to the Municipality of Central Manitoulin's premises for any events where a fee is required.

5. Notice of temporary disruption (See Schedule B)

The Municipality of Central Manitoulin will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

The notice will be placed at all public entrances and service counters on our premises and will be published on our website.

6. Training for staff

The Municipality of Central Manitoulin will provide training to all employees, volunteers and others who deal with the public or third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures. Individuals in the following positions will be trained:

Municipal Office Staff
Roads and Public Works Department Staff
Maintenance Staff
Library Staff
Arena Staff
Custodial Care Staff
Committee Members and Volunteers

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This training will be provided within 60 days after staff commences their duties.

Training will include the following:

- The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard,
- How to interact and communicate with people with various types of disabilities,
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person,
- How to use the assistive devices on our premise or otherwise that may help with the provision of goods or services to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing Central Manitoulin's goods and services.
- Central Manitoulin's policies, practices and procedures relating to the customer service standard.

Applicable staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

7. Feedback invitation & availability of documents (See Schedule C)

The ultimate goal of the Municipality of Central Manitoulin is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated. An Invitation for Feedback and Availability of our Accessible Customer Service Policy will be posted on our

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website, in our building lobbies and at our Municipal Office service counter.

Feedback Process (See Schedule D)

Feedback regarding the way the Municipality of Central Manitoulin provides goods and services to people with disabilities can be made by e-mail, verbally, written or by using the Feedback Form available on our website and at the Municipal Office service counter.

All feedback will be directed to the Administrative Assistant. Customers can expect to hear back in 30 days.