



# **Municipality of Central Manitoulin**

## **Accessible Customer Service Policy**

Effective Date: January 1, 2010

Employees Covered: All

Council Adoption Date: December 17, 2009

Revision No: 2 September 24, 2014

Person Responsible: Municipal Coordinator

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

Ontario regulation 429/07  
Accessibility Standards for Customer Service

## INDEX

1. Our Mission.....	page 2
2. Our Commitment .....	page 2
3. Providing goods and services to people with disabilities.....	page 2
4. Use of service animals and support persons.....	page 3
5. Notice of temporary disruption.....	page 4
6. Training for staff.....	page 4
7. Feedback.....	page 5
8. Modifications to this or other policies.....	page 6
9. Questions about this policy.....	page 6
Schedule A.....	page 7
Schedule B.....	page 10
Schedule C.....	page 11
Schedule D.....	page 12
Schedule E.....	page 13

# **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.

## **Municipality of Central Manitoulin Customer Service Policy Statement**

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 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 or 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.

## **Municipality of Central Manitoulin Customer Service Policy Statement**

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

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

## **Municipality of Central Manitoulin Customer Service Policy Statement**

Training will include the following:

- An overview 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 equipment or devices on our premise or otherwise that may help with the provision of goods or services to people with disabilities. These include: chairlifts.
- 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 when changes are made to our accessible customer service plan.

### **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. The Municipality of Central Manitoulin will notify the public that our documents related to Accessible Customer Service, are available upon request and in alternate format by posting a notice on our website in our building lobbies and at our Municipal Office service counter.

# **Municipality of Central Manitoulin Customer Service Policy Statement**

## **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 Municipal Coordinator. Customers can expect to hear back in 30 days.

## **Addressing Feedback (See Schedule E)**

Complaints will be addressed according to complaint categories already established in our company's complaint management procedures.

## **8. Modifications to this or other policies**

We are 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 Central Manitoulin that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

## **9. Questions about this policy**

This policy exists to achieve service excellence to customers with disabilities. If anyone has questions about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to the Municipal Coordinator of the Municipality of Central Manitoulin.

**Schedule A:**  
**STANDARD PRACTICES**  
**Barriers and Solutions**

Possible Barriers	Possible Solutions
<b>Vision loss</b>	
Staff are not aware of the need to describe goods or services when a person cannot read a sign.	It is the Municipality of Central Manitoulin's standard practice to describe to customers the goods or services offered if they are unable to view them due to vision loss.
<b>Deaf, deafened, oral deaf or hard of hearing</b>	
Telephone services not accessible for customers who are Deaf, deafened, oral deaf or hard of hearing.	It is the Municipality of Central Manitoulin's standard practice to offer to customers email or written communication if they are unable to use the telephone.
Staff are not aware of the need to paraphrase or repeat more slowly what is said to customers when the customer has not understood the message.	It is the Municipality of Central Manitoulin's standard practice to paraphrase and repeat communications more clearly to customers upon request or using other means such as passing notes back and forth.
Speaking to customers with hands covering the mouth which does not allow for lip-reading.	It is the Municipality of Central Manitoulin's standard practice to speak clearly and make sure that nothing is covering the mouth when communicating with customers who lip-read.



<b>Possible Barriers</b>	<b>Possible Solutions</b>
Loud music and poor acoustics, making hearing difficult for people using hearing aids.	It is the Municipality of Central Manitoulin's standard practice to have a pen and paper available and communicate through note-writing.
<b>Intellectual/Developmental disability</b>	
Use of complicated or technical language in customer service.	It is the Municipality of Central Manitoulin's standard practice to use plain language and avoid technical language when communicating.
Ignoring customers who are more reserved or afraid to ask for help.	It is the Municipality of Central Manitoulin's standard practice of building in extra time to deal with customers who need it and adjust the availability of other staff to help out as needed.
<b>Learning disability</b>	
Providing complicated documents to customers without explanation or opportunity to discuss or ask questions.	It is the Municipality of Central Manitoulin's standard practice to discuss and explain any documentation provided to customers.
Employees who are not flexible in offering alternative communication strategies or adequate time in providing service.	It is the Municipality of Central Manitoulin's standard practice to break up lengthy conversations into a series of shorter ones. This may assist customers who need additional time to process certain types of information.
<b>Mental health disability</b>	
Negative stereotypes about people with mental	It is the Municipality of Central Manitoulin's standard practice to add a

Possible Barriers	Possible Solutions
<p>health disabilities resulting in disrespectful or impatient treatment.</p>	<p>training component to the regular training that staff receives on the needs of people with mental health disabilities. It is standard procedure to break up lengthy conversations into a series of shorter ones and speak more slowly so that some customers will not feel overwhelmed with the information. This may help to prevent anxiety in some customers.</p>
<p><b>Physical disability</b></p>	
<p>Failure of staff to offer assistance when some services require particular agility and/or motor skills.</p>	<p>It is the Municipality of Central Manitoulin's standard practice to assist customers in handling or reaching goods when requested.</p>
<p>Failure of staff to set aside convenient seating (close to rest rooms or exits).</p>	<p>It is the Municipality of Central Manitoulin's standard practice of setting aside convenient seating for people with physical disabilities.</p>
<p><b>Speech impairment</b></p>	
<p>Verbal speech is the only form of communication used to interact with customers.</p>	<p>It is the Municipality of Central Manitoulin's standard practice to have pen and paper on hand and communicate through note-writing when requested to do so.</p>

**Schedule B**

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



**NOTICE OF DISRUPTION**

**Type of Disruption** \_\_\_\_\_

\_\_\_\_\_

**Reason for Disruption** \_\_\_\_\_

\_\_\_\_\_

**Duration of Disruption** \_\_\_\_\_

**Alternative facilities or services** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## Schedule C

### Invitation for Feedback on the Provision of Goods or Services to People with Disabilities & Availability of Policy



**We want to hear from you!**

**We strive to improve accessibility for our  
customers with disabilities.**

**We welcome your feedback.**

To share your comments, request a feedback  
form or a copy of our accessibility policy...

**Please call 705 377 5726  
or email [centralmc@eastlink.ca](mailto:centralmc@eastlink.ca)**

Thank you,      The Municipality of Central Manitoulin

## Schedule D

### Document for Obtaining Feedback

#### Customer Feedback Form

Thank you for visiting The Municipality of Central Manitoulin. We value all of our customers and strive to meet everyone's needs. Please tell us the date, time and specific location of you 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 (optional):

---

Thank you,

The Municipality of Central Manitoulin

## Schedule E

### Document for Addressing Customer Feedback

Date feedback received: \_\_\_\_\_

Name of customer: \_\_\_\_\_

Contact information: \_\_\_\_\_

Details: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Follow-up: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Action to be taken: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Staff member: \_\_\_\_\_

Date: \_\_\_\_\_