

**CORPORATION OF THE TOWN OF PETAWAWA**

**BY-LAW 1108/17**

**BEING A BY-LAW TO ESTABLISH AN  
ACCESSIBILITY CUSTOMER SERVICE POLICY**

**WHEREAS** the Town of Petawawa adopted By-law 821/13, establishing policies and procedures for Integrated Accessibility Standards for the Town of Petawawa, subject to *Ontario Regulation 191/11*;

**AND WHEREAS** amendments to the *Ontario Regulation 191/11* were made June 1, 2016, with *Ontario Regulation 165/16*;

**AND WHEREAS** the Accessibility Customer Service Policy originally adopted in 2009, has been modified to reflect these regulatory changes;

**NOW THEREFORE BE IT ENACTED BY THE COUNCIL OF THE  
CORPORATION OF THE TOWN OF PETAWAWA AS FOLLOWS:**

1. That the “Town of Petawawa Accessibility Customer Service Policy” attached hereto as Appendix “A” be and is hereby adopted.
2. That Appendix “A” is deemed to form part of this by-law.
3. This by-law shall come into force and take effect following third reading.

By-law read a first and second time this 21<sup>st</sup> day of February, 2017.

By-law read a third time and passed this 21<sup>st</sup> day of February, 2017.

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Mayor

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Clerk

Singed copy is available at Municipal Office

**APPENDIX “A” TO BY-LAW 1108/17**



**ACCESSIBILITY CUSTOMER SERVICE POLICY  
REQUIRED FOR THE IMPLEMENTATION OF THE  
*ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT*  
(AODA 2005)**

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## **ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE**

### **A. SCOPE**

This policy is written and delivered in accordance with the *Accessibility for Ontarians with Disabilities Act, 2005* and "Accessibility Standards for Customer Service" (O.Reg. 429/07), and amended by O.Reg. 165/16 with reference to Accessible Customer Service Standards as of 01 July 2016 and is applicable to all members of the organization, policies, procedures and processes of the Town of Petawawa.

### **B. DEFINITIONS**

For the purposes of this policy, the following definitions shall apply:

**Assistive Devices:** Auxiliary aids such as communication aids, cognition aids, personal mobility aids, and medical aids (i.e. canes, crutches, wheelchairs, hearing aids).

**Disabilities:** In accordance with the Human Rights Code, disability means:

- a. 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, brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, physical reliance on a guide dog or other

- support animal or on a wheelchair or other remedial appliance or device;
- b. a condition of mental impairment or a developmental disability;
  - c. a learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
  - d. a mental disorder; or,
  - e. 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*.

**Personnel or Employee:** Shall include all employees, staff, volunteers, students, supervisors, managers, department heads, and members of Council, Mayor or other persons representing the Town of Petawawa as an employee, agent, volunteer or otherwise.

**Persons with Disabilities:** Shall include persons with all types of disabilities, whether visible or non-visible. A person with a disability may include a customer, client, service provider, contractor, co-worker, supervisor, etceteras.

**Regulated Professional:** a health professional who is registered and in good standing with his/her College/Association.

**Service Animal:** Any animal used by a person with a disability for reasons relating to the disability where it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or where the person provides a letter from a regulated professional confirming that he or she requires the animal for reasons relating to his or her disability; or a valid identification card signed by the Attorney General of Canada or a certificate of training from a recognized guide dog or service animal training school.

**Support Person:** A person who accompanies a person with a disability in order to assist him or her with communication, mobility, personal care or medical needs or with access to goods, services or facilities.

**Town:** Shall mean the Corporation of the Town of Petawawa.

## **C. PURPOSE**

This document will bear witness to the ongoing efforts of the Town of Petawawa to ensure that goods and services provided by the Town are provided to all persons in accordance with the following criteria:

**Dignity:** Services shall be 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/Equality of Outcome:** Service is the same for persons with disabilities as for persons without disabilities.

**Integrates:** 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.

In addition to the above key principles, The Town of Petawawa will insure service will be:

**Sensitive:** Service will be provided in a manner that is respectful to an individual's needs.

**Responsive:** Service will be delivered in a timely manner, giving full consideration to the situation at hand. If needed, an alternate format of service will be provided and the customer will be kept apprised of the situation and timelines.

## **D. POLICY**

1. **Assistive Devices:** Persons with disabilities shall be permitted to obtain, use or benefit from goods or services through the use of their own assistive devices. Where it is determined that the assistive devices may pose a risk to the health and safety of a person with a disability or the health and safety of others, the Town will offer reasonable measures to assist him/her in obtaining, using and benefiting from the Town's goods and services.

In the event a person with a disability is hindered from accessing goods or services and, after consulting with the person, the Town of

Petawawa will accommodate the person by using any other assistive measures available, such as, but not limited to, providing temporary access to other assistive devices or a Support Person.

2. **Service Animals:** Service Animals, such as, but not limited to, guide dogs, hearing dogs, seizure response dogs or other certified service animals, shall be permitted entry to all Town facilities and meeting rooms which are open to the public, unless prohibited by law, in which case alternate means of service will be provided. A service animal is defined as:

“any animal where it is readily apparent that the animal is used by the person for reasons relating to his or her disability and if the person provides a letter from a regulated professional confirming that the person requires the animal for reasons relating to the disability.”

Personnel will be trained on how to properly handle service animals and will provide owners of service animals information on fresh water supplies and areas for walking their service animal.

3. **Support Persons:** A support person is any person who accompanies a person with a disability, whether hired, a friend or family member or volunteer, to assist with communications, mobility, personal or medical care or with access to goods and services.

A person with a disability may enter premises owned and/or operated by the municipality with a support person and shall have access to the support person while on the premises, except when there is inherent risk involved which may result in injury or death.

When serving a person with a disability, ensure you receive their consent to have their support person present prior to commencing services, especially when dealing with confidential matters. Be sure to speak to and use eye contact with the client, not the support person.

In certain cases, the Town of Petawawa might require a person with a disability to be accompanied by a support person for health or safety reasons.

Before making a decision:

- consult with the person with a disability to understand their needs;
- consider health or safety reasons based on available evidence;

- determine if there is no other reasonable way to protect the health or safety of the person or others on the premises.

In this situation where there is an attendance/registration fee, this fee shall be waived for the support person.

4. **Disruption in Services:** If there is a disruption in a particular facility or service used to allow a person with a disability to access goods or services, the Town will give notice of the disruption to the public by posting the reason for the disruption, the anticipated duration of the disruption and alternative facilities or services that may be available. This posting shall be by reasonable method and in a conspicuous place. In the event the disruption is anticipated, reasonable advance notice shall be given.

## **E. TRAINING**

All employees, policy makers and volunteers of the Town of Petawawa shall be trained in the various aspects of accessible customer service delivery. Training shall include:

- a. an overview of the purposes of the *Accessibility for Ontarians with Disabilities Act, 2005*, an overview of Part IV.2 Customer Service Standards of *O.Reg. 191/11 Integrated Accessibility Standards* and a good awareness of the Town's policy with respect to customer service for persons with disabilities;
- b. learning the various types of disabilities, both visible and non-visible;
- c. instructions on how to interact and communicate with people with various types of disabilities;
- d. instruction on interacting with people with disabilities who use assistive devices or require the assistance of a guide dog, other service animal or a support person;
- e. instruction on the use of equipment or devices available, such as wheelchairs and TTY;
- f. the process available to persons with disabilities to provide feedback to the Town and how and when the Town will respond to such feedback; and,
- g. Instruction on what to do if a person with a disability is having difficulty accessing your services.

All employees shall receive this training within six months of the passing of this document.

All new employees shall receive this training during orientation and training shall be repeated every five (5) years thereafter. The Town will keep records of training, including the date on which training is provided and to whom it was provided.

## **F. FEEDBACK**

The Town of Petawawa is committed to providing high quality goods and services to all members of the public. Feedback from the public is welcome and helps to identify areas that require change and encourages continuous service improvements.

Please direct your feedback to the CAO/Clerk of the Town of Petawawa. Feedback from the public about the delivery of goods and services may be given by telephone, in person, in writing or in electronic format as follows:

Telephone: 613-687-5536

Facsimile: 613-687-5973

Address: 1111 Victoria Street, Petawawa, ON K8H 2E6

Email: [email@petawawa.ca](mailto:email@petawawa.ca)

The Town of Petawawa will provide or arrange for accessible formats and communication supports, on request.

All feedback will be kept in strict confidence and in accordance with provisions of the *Municipal Freedom of Information and Protection of Privacy Act* and used only to improve customer service. You will receive a response to your feedback within five (5) business days of receipt by the Town of Petawawa.



## **Schedule “A”**

### **STANDARD PRACTICES**

#### **Barriers and Solutions**

#### **HEARING DISABILITY**

##### **Definitions:**

**Deaf** – severe to profound hearing loss.

**Hard of Hearing** – a person who uses their residual hearing and speech to communicate.

**Deafened** –to hear poorly or not at all.

##### **Tips for Service:**

- Attract customer’s attention before speaking – gently touch on the shoulder or wave your hand, if necessary
- Look directly at the person
- You may have to use a pen and paper
- Speak clearly, keep your hands away from your face
- Reduce background noise
- Ensure appropriate lighting

#### **DEAFBLIND DISABILITY**

**Definition:** Cannot see or hear to some degree. Many will be accompanied by a support person.

##### **Tips for Service:**

- Speak directly to the customer, not the support person.
- Identify yourself to both parties.

#### **INTELLECTUAL OR DEVELOPMENTAL DISABILITY**

**Definition:** Intellectual development and capacity that is below average. Can mildly or profoundly limit ability to learn, communicate, do everyday activities and live independently. May be an invisible disability. May understand you more than you know.

##### **Tips for Service:**

- Don’t assume what the customer can or cannot do.
- Use plain language.
- Take your time, be patient.

- Ask: “Do you understand this?”
- Provide one piece of information at a time – step by step instruction.
- Offer information in simpler concepts.

## **LEARNING DISABILITY**

**Definition:** Affects how a person acquires, interprets, retains or takes in information. In many cases individual has average or above average intelligence. May affect: language base learning, mathematics, writing, fine motor skills.

### **Tips for Service:**

- Take some time, be patient.
- Demonstrate a willingness to assist.
- Speak normally, clearly and directly to your customer.
- Provide information in a way that works for your customer (ie: pen and paper).
- Be prepared to explain any materials you provide.

## **MENTAL HEALTH DISABILITY**

**Definition:** The absence of psychological well-being and satisfactory adjustment to society. Some common features of mental health disabilities are: phobias and panic attacks, hallucinations, mood swings, bipolar disorders (depression and manic phases).

### **Tips for Service:**

- Treat customer with the same level of respect and consideration.
- Be confident and reassuring.
- Do not be confrontational.
- If the customer is in crisis, ask how best to help.
- Take customer seriously.
- Don’t take things personally.

## **SPEECH OR LANGUAGE DISABILITY**

**Definition:** May have problems communicating. May be difficult to pronounce words, slurring or stuttering. May use communicative boards or other assistive devices.

### **Tips for Service:**

- Don’t make assumptions.
- Give whatever time they need to get their point across.
- Ask questions that can be answered “Yes” or “No”, if possible.
- Don’t interrupt or finish your customer’s sentences.
- May have to use pen and paper.
- Say: “I don’t understand, can you repeat that?”, if needed.

## **PHYSICAL OR MOBILITY DISABILITY**

### **Definition:**

May restrict a person in the following ways:

- control or speed of movements
- ability to grasp some objects
- ability to walk long distances
- ability to sit or stand for prolonged periods
- Can be present at birth, result from disease or injury or may be temporary

### **Tips for Service:**

- Speak directly to the customer.
- Ask before you help.
- Respect personal space.
- Don't move any items they may have.
- Describe what you are going to do beforehand.
- Don't leave your customer in an awkward, dangerous or undignified position.

## **VISION DISABILITY**

**Definition:** Most individuals who are legally blind have some remaining vision, very few are totally blind. Low or no vision can restrict ability to read signs, locate landmarks or see hazards. May use guide dog or white cane. May need to view written documents in large print, or with help of magnifier.

### **Tips for Service:**

- Don't assume customer can't see you.
- Speak directly to customer.
- Offer your elbow to guide.
- If they accept, walk slowly, wait for permission.
- Identify landmarks.
- Be precise and descriptive with information.
- Don't leave customer.

**Most Importantly – recognize your nervousness and relax! People with disabilities are generally aware they may need some accommodations and will work with you. Just remember to ask how you can help.**

**Schedule “B”**



**Invitation for Feedback on the Provision of Goods and Services  
To Persons with Disabilities and the Availability of Policy**

We want to hear from you!

We strive to improve accessibility for our Customers with disabilities  
and welcome your feedback!

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

Please call 613-687-5536 or

Email [email@petawawa.ca](mailto:email@petawawa.ca)

Thank you

The Corporation of the Town of Petawawa

# CUSTOMER FEEDBACK

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

**Name (optional):** \_\_\_\_\_

**Contact Information (if appropriate):** \_\_\_\_\_

**Details:**

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**Follow Up:**

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**Staff Member:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Action to be Taken:**

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**Staff Member:** \_\_\_\_\_ **Date:** \_\_\_\_\_

Schedule "C"



**NOTICE OF DISRUPTION  
OF SERVICE**

**TYPE OF DISRUPTION:** \_\_\_\_\_

**REASON FOR DISRUPTION:**

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**DURATION OF DISRUPTION:**

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**ALTERNATIVE FACILITIES OR SERVICES:**

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**ADDITIONAL INFORMATION:**

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