

**THE CORPORATION OF THE  
TOWNSHIP OF EVANTUREL**

**BY-LAW 09-23**

**BEING a By-law to establish Accessibility Standards for Customer Service under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).**

**WHEREAS** Ontario Regulation 429/07 made under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) states that:

1. (1) *This Regulation establishes accessibility standards for customer service and it applies to every designated public sector organization and to every other person or organization that provides goods or services to members of the public or other third parties and that has at least one employee in Ontario.*  
(2) *In this Regulation,*  
*“designated public sector organization” means the Legislative Assembly and the offices of persons appointed on the address of the Assembly, every ministry of the Government of Ontario, every municipality and every person or organization listed in Schedule 1 or described in Schedule 2 to this Regulation;*  
*“provider of goods or services” means a person or organization to whom this Regulation applies.*

**AND WHEREAS** the Regulation states that the accessibility standards for customer service apply to the designated public sector on and after January 1, 2010;

**AND WHEREAS** the Regulation also states every provider of goods or services shall establish policies, practices and procedures governing the provision of its goods or services to persons with disabilities;


**NOW THEREFORE THE COUNCIL OF THE CORPORATION OF THE TOWNSHIP OF EVANTUREL ENACTS AS FOLLOWS:**

1. **THAT** the Corporation of the Township of Evanturel Accessibility Standards for Customer Service Policy be hereby adopted as Schedule “A” attached hereto and forms part of this by-law.
2. **THAT** this By-law comes into force and effect on the day of passing thereof.
3. **THAT** all other By-laws and resolutions, or parts thereto, contrary hereto or inconsistent herewith, be and the same are hereby repealed.

**READ A FIRST, SECOND AND THIRD TIME IN OPEN COUNCIL, ENACTED AND PASSED THIS 9<sup>TH</sup> DAY OF DECEMBER, 2009.**



  
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Jack Briggs/ Reeve

  
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Amy Vickery-Menard/Clerk-Treasurer

Schedule "A"  
To By-law No. 09-23

# **Corporation of the Township of Evanturel**

**Accessibility Standards for Customer Service  
Ontario Regulation 429/07  
under the**

**Accessibility for Ontarians with Disabilities Act, 2005 (AODA)**

Submitted to:  
Reeve and Council of The Corporation of the  
Township of Evanturel

Dated: December 9, 2009

### ***Introduction***

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) is a law that was passed by the Ontario legislature to allow for the development of specific standards of accessibility and to enforce them. The standards are made into laws identified as regulations and they provide the details to help meet the goal of the AODA. These regulations provide the details to help meet the goals of the AODA. These standards are customer service, transportation, information and communications, employment and the built environment.

The Accessibility Standards for Customer Service is the first component of this law and a policy adopted by the Council of the Corporation of the Township of Ewanturel must be in place by January 1, 2010.

The purpose of the Accessibility Standards for Customer Service, Ontario Regulation 429/07, Accessibility for Ontarians with Disabilities Act, 2005 (AODA), is to give people with disabilities equal access to services that others in Ontario enjoy.

The AODA is designed so that cities, towns and other municipalities; hospitals, school boards, government ministries and agencies, universities and colleges, public transportation; the private sector and people with disabilities can take part in making Ontario a more accessible Province.

### ***Duties of the Township of Ewanturel***

The Corporation of the Township of Ewanturel, designated as a public sector organization, will establish the following:

- Policies, practices and procedures to the provision of goods or services to people with disabilities.
- A training program for current members of the organization and ongoing training for new members of the organization
- A process to receive and respond to feedback received by the organization about the way it provides goods or services to people with disabilities
- A documentation process – *Ontario Regulation 430/07 provides for exemption from this requirement as the Township of Ewanturel employs under 20 people*

### ***Description of the Township of Ewanturel***

The Township of Ewanturel is an organized municipality located centrally in the District of Temiskaming. TransCanada Highway 11 runs through the municipality. There are 208 households and 473 persons within the municipality.

The Township of Ewanturel organization consists of four full time employees, two casual employees, one contract employee and five members of council. The employment of summer students is assessed each year (history of summer employment to date is a maximum of two summer students per year)

The sole public building within the Township of Ewanturel is the Municipal Office located at #245453 Highway 569. The municipality also operates a Waste Disposal Site in the adjacent unorganized Township of Ingram.

### ***Contact***

If you have any questions, please contact the Township of Ewanturel municipal office.

# **THE CORPORATION OF THE TOWNSHIP OF EVANTUREL**

## **CUSTOMER SERVICE POLICY**

### **Providing Goods and Services to People with Disabilities**

#### **1. Our mission:**

The mission of The Corporation of the Township of Evanturel is to give 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 manner as our other customers.

#### **2. Our commitment:**

In fulfilling our mission The Corporation of the Township of Evanturel strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities.

#### **3. Providing goods and services to people with disabilities:**

The Corporation of the Township of Evanturel 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 individual 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 service**

We are committed to providing fully accessible telephone service 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.

We will offer to communicate with customers by e-mail if telephone communication is not suitable to their communication needs or is not available.

##### **3.3 Assistive Devices:**

The Corporation of the Township of Evanturel does not have any assistive devices for people with disabilities at the time of the forming of this policy for Accessibility Standards for Customer Service.

### 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 upon request: hard copy, large print or email.

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

### 4. Use of service animals and support persons:

We will welcome 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 ensure that all staff, council and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

We will welcome 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 Corporation of the Township of Evanturel'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 Corporation of the Township of Evanturel's premises. Customers will be informed of this by a notice that will be posted in The Corporation of the Township of Evanturel's premises.

### 5. Notice of temporary disruption:

The Corporation of the Township of Evanturel 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.

### 6. Training for staff:

The Corporation of the Township of Evanturel will provide training to all employees, council and others who deal with the public or other 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:

- Administration Staff, Roads Department Staff and members of Council
- Training for new employees will be provided as part of their orientation training.
- Election Staff for the 2010 Municipal Election, and subsequent municipal elections, will be trained by the municipality if training is not provided by another source ie Municipal Election Training sessions for Deputy Returning Officer and Poll Clerk.

Training will include:

- The purposes 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
- What to do if a person with a disability is having difficulty in accessing The Corporation of the Township of Evanturel's goods and services
- The Corporation of the Township of Evanturel's policies, practices and procedures relating to the customer service standard
- Training will be provided to all employees and council members if new assistive equipment or devices are installed in the premises of The Corporation of the Township of Evanturel

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 Process:**

The goal of The Corporation of the Township of Evanturel is to meet customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way The Corporation of the Township of Evanturel provides goods and services to people with disabilities can be made in person, in writing, by telephone or e-mail. All feedback will be directed to the Council of The Corporation of the Township of Evanturel. Customers can expect to hear back within 30 (thirty) days.

#### **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 disability.

Any policy of The Corporation of the Township of Evanturel 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 a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to the Council of The Corporation of the Township of Evanturel.