THE CORPORATION OF THE TOWNSHIP OF JOLY
BY-LAW 2014-024

Being a By-law to adopt Customer Service and Integrated Accessibility Standards Regulations Policies

WHEREAS the Province of Ontario passed the Accessibility for Ontarians with Disabilities Act ("AODA"), 2005;

AND WHEREAS the Province of Ontario passed Ontario Regulation 429/07 Accessibility Standards for Customer Service made under the AODA requiring municipalities to establish customer services policies, practices and procedures governing the provision of its goods or service to persons with disabilities;

AND WHEREAS the Province of Ontario passed Ontario 191/11 Integrated Accessibility Standards made under the AODA requiring organizations to develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements in the Regulation;

NOW THEREFORE the Council of the Township of Joly does hereby adopt the attached Customer Service Policy, attached as Schedule "A" and Integrated Accessibility Standards Policy, attached as Schedule "B" to this By-law.

AS READ A FIRST AND SECOND TIME THIS 13th DAY OF November 2014,

AS READ A THIRD TIME AND FINALLY PASSED IN OPEN COUNCIL THIS 13th DAY OF November, 2014.

Seal

_____
Mayor, Mario Campese

_____
Clerk/Treasurer, Linda Maurer

THE CORPORATION OF THE TOWNSHIP OF JOLY
BY-LAW 2014-024

Providing Goods and Services to People with Disabilities

Customer Service Policy

"SCHEDULE A"

Our Mission

The mission of the Corporation of the Township of Joly is to provide quality programs and services that are accessible to all persons served by the municipality.

Our Commitment

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

Providing Goods and Services to People with Disabilities

The Corporation of the Township of Joly 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:

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.

Telephone Service

The municipality will make reasonable efforts to provide accessible telephone service to our customers. We will train staff to communicate over the telephone in clear and plain language and to speak clearly and slowly. We will offer to communicate with customers by regular mail or email if telephone communications is not suitable to their needs.

Assistive Devices

We are committed to serving people with disabilities who use their own assistive devices to obtain, use or benefit from our goods and services.

Billing

We will make reasonable efforts to provide accessible invoices/tax billings to all our customers. For this reason invoices/ tax billings will be provided on request, by large and or darker print or by email. We will answer any questions customers may have about the content of the invoice/ tax bill in person, by telephone or email.

Use of Service Animals and Support Persons

We are committed to welcoming people with disabilities who are accompanied by a service animal (unless excluded by other law, then we will take reasonable efforts to find an alternate means of providing assistance) on the parts of our premises that are open to the public and other third parties. 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 Township of Joly 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 Township of Joly premises for any events where a fee is required.

Notice of Temporary Disruption

The municipality will make reasonable efforts to 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. (See Schedule “1”)

Training of Staff

The Corporation of the Township of Joly will provide training to staff that interact with the public or other third parties on their behalf. This will involve training council, administrative, road department and landfill staff and volunteers on an annual basis, with new staff being updated with in a reasonable time period after commencement of employment.
The Township of Joly will provide training to employees, volunteers and other staff members on Ontario’s accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.
Staff, volunteers and other staff members will be trained on any equipment, devices that are available on our premises owned by the organization required to perform their duties.
The Township’s Procurement By-law 2013-012 includes the statement that “the Township shall have regard to the accessibility for persons with disabilities to the Goods, Services and Construction purchased by the Municipality” where practicable. If it is not possible and practical to do so, we will provide an explanation upon request.

Training will include the following:
 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 Joly’s goods and services
 The Corporation of the Township of Joly policies, practices and procedures relating to the customer service standard.
Training on all equipment, devices or machines at the organization will be provided to new individuals.

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.

Feedback Process

The Corporation of the Township of Joly welcomes feedback on our provision of services while serving customers with disabilities. Feedback may identify areas that require change and encourage continuous service improvement. (See Schedule “2”) The public can provide feedback (See Schedule “3”) to the municipality on the delivery of goods and services to persons with disabilities:

By regular mail addressed to: Municipal Clerk Treasurer

THE CORPORATION OF THE TOWNSHIP OF JOLY
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P.O. Box 519, 871 Forest Lake Road
Sundridge, ON P0A 1Z0
By telephone: 705-384-5428

By fax: 705-384-0845

In person: Municipal Office

871 Forest Lake Road
Sundridge, ON
By email: clerk.administrator@townshipofjoly.com

Feedback will not be acted upon unless the person providing same includes his or her name, mailing address and daytime telephone number. The Township will make reasonable efforts to provide acknowledgement to feedback within seven business days from receipt (See Schedule “4”)

Modifications to this or other Policies

The Corporation of the Township of Joly is 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. The Corporation of the Township of Joly will make reasonable efforts to modify or amend any policy that does not respect and promote the dignity and independence of people with disabilities.

Questions about this Policy

If anyone has a question about this policy or if the purpose of the policy is not understood, an explanation should be provided by or referred to the municipal clerk’s office of the Township of Joly located at 871 Forest Lake Road, P. O. Box 519, Sundridge, ON P0A 1Z0 (Phone 705-384-5428)

Customer Service Policy

Document for Notification to the Public
Disruption in Service

Type of Disruption
_____

Reason For Disruption _____

Duration of Disruption _____

Alternative Facilities
for Service
_____

THE CORPORATION OF THE TOWNSHIP OF JOLY
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Customer Service Policy

Invitation for Comments on the Provision
of Goods and Services to People with Disabilities
and availability of the Policy.

We welcome your input and comments.
We strive to improve accessibility for our customers
with disabilities and we welcome your feedback.

This accessibility plan and customer service policy is available:
□ in hard copy from the municipal office
□ download from our website

You may forward your comments by mail to:
Clerk Treasurer
Township of Joly
P.O. Box 519
871 Forest Lake Road
Sundridge, ON
P0A 1Z0
clerk.administrator@townshipofjoly.com

Customer Service Policy

Document for Obtaining Comments

Customer Comment Form

Thank you for visiting the Corporation of the Township of Joly.
We value all our customers and strive to meet the needs of all.

Please assist us by providing the following information:

Did we respond to your customer service needs today?

Yes□ or No□

Was our customer service provided to you in an accessible manner?

Yes□ or Somewhat□ or No□

Did you have any problems accessing our goods and services?

Yes□ (please provide details) or Somewhat□ (please provide details) or No□

Name_____

Mailing Address_____
_____

Phone Number_____

Email address_____

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Customer Service Policy

Document for Addressing Customer Comments

Date Comments Received:_____

Name of Customer:_____

Address:_____

Phone Number: ( )_____

Email: _____

Details:_____

_____

Follow-up:_____

Action:_____

Staff Member: _____

Date:_____

THE CORPORATION OF THE TOWNSHIP OF JOLY
BY-LAW 2014-024

Providing Goods and Services to People with Disabilities

Integrated Accessibility Standard Regulation Policy

"SCHEDULE B"

1. **Purpose:**
   Under the *Accessibility for Ontarians with Disabilities Act, 2005* all public and private sector organizations must meet the requirements of accessibility standards established by regulation. This policy establishes the Integrated Accessibility Standards Regulation in the areas of Information & Communication, Employment, and Transportation for the Township of Joly in accordance with Ontario Regulation 191/11 and with the Ministry of Community and Social Services intent to "streamline, align and phase-in accessibility requirements and allow for progress on accessibility and reduce the regulatory burden for obligated organizations". This regulation came into force July 1, 2011.

2. **Scope and Responsibilities:**
   This policy has been drafted in accordance with the Regulation and addresses how the Township of Joly achieves accessibility through meeting the Regulation's requirements. It provides the overall strategic direction that we will follow to provide accessibility supports to Ontarians with disabilities. The requirements of the Regulation include:
   - Establishment, implementation, maintenance, and documentation of a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under the Regulation;
   - Incorporation of accessibility criteria and features when procuring or acquiring goods, services or facilities;
   - Training; and
   - Other specific requirements under the Information & Communication, Employment and Transportation Standards.

3. **Policy Statement and Organizational Commitment:**
   The Township of Joly is committed and guided by the four core principles of dignity, equal opportunity, integration, full inclusion and supports the needs of persons set out in the *Canadian Charter of Rights and Freedoms* and the *Accessibility for Ontarians with Disabilities Act, 2005* in a timely manner. The Township of Joly shall use every effort to ensure that we meet the needs of people with disabilities, in a timely manner, through the implementation of this policy.

4. **Definitions:**

   "**accessible formats**" may include, but are not limited to, large print, recorded audio and electronic formats, Braille and other formats usable by persons with disabilities.
   "**communications**" means the interaction between two or more persons or entities, or any combination of them, where information is provided, sent or received.
   "**communication supports**" may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

"**conversion ready**" means an electronic or digital format that facilitates conversion into an accessible format.
"**designated public sector organization**" means every municipality and every person or organization listed in Column 1 of Table 1 of Ontario Regulation 146/10 (Public Bodies and Commission Public Bodies – Definitions) made under the *Public Service of Ontario Act, 2006*.
"**information**" includes data, facts and knowledge that exists in any format, including text, audio, digital or images, and that conveys meaning.
"**small designated public sector organization**" means a designated public sector organization with at least one but fewer than 50 employees.

5. General Provisions:

Multi-Year Accessibility Plan
The Township of Joly 's Multi-Year Accessibility Plan outlines a phased-in strategy to prevent and remove barriers and addresses the current and future requirements of the AODA.
The Township of Joly is committed to updating and maintaining the Accessibility Plan and will report annually on progress and implementation of the plan, that we will post the information on our website and provide it in alternate formats upon request. The plan will be reviewed and updated every five (5) years.

Procuring or Acquiring Goods, Services or Facilities
The Township of Joly will use access criteria and features when procuring or acquiring goods, services or facilities except where not practicable to do so, in which case if requested we will provide an explanation.

Training
The Township of Joly is going to ensure training is provided to all employees and regular fee for service staff on requirements of Accessibility Standards referred to in the regulation on the Human Resources Code as it pertains to persons with disabilities. Training will be provided as soon as practicable. If any changes to this policy occur, training will be provided. We will maintain records of dates when training is provided and number of individuals trained.

6. Information and Communication Standard
The Township of Joly will create, provide and receive information and communications in ways that are accessible to people with disabilities.

If our organization determines that it is not technically feasible to convert the information or communications or the technology to convert the information or communications or the technology to convert the information is not readily available, we will be obligated to provide the person that requires the information with:

a) an explanation as to why the information or communications are unconvertible;
b) a summary of the unconvertible information or communications.

7. Emergency Information
If our organization prepares emergency procedures, plans or public safety information and makes the information available to the public, we shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

8. Feedback

The Township of Joly has process in place for receiving and responding to feedback and will ensure that those processes are provided in an accessible manner and with communication support upon request. We will notify the public about the availability of accessible formats and communication supports.

9. Accessible Formats and Communication Supports

The Township of Joly shall be obligated to provide or arrange for accessible formats and communication supports for persons with disabilities:

a) Upon request in a timely manner that takes into account the persons accessibility needs;
b) At a cost that is no more than the regular cost charged to other persons;
c) Consult with the person making the request and determine suitability of an accessible format or communication supports;
d) Notify the public about the availability of accessible formats and communication supports.

10. Website Accessibility

The Township of Joly shall make their internet website and web content conform with the World Wide Web Consortium's Web Content Accessibility Guide 2.0 initially at Level A and increasing to Level AA. By January 1, 2014, and new web content will conform with WCAG 2.0 Level A. By January 1, 2021 all internet websites and web content will conform with WCAG 2.0 Level AA.

11. Education, Training and Materials

Applies to educational or training institutions.

Public Libraries

- Public Libraries shall provide access to or arrange for the provision of access to accessible materials where they exist;
- Public Libraries shall make information about the availability of accessible materials publically available and shall provide information in accessible format or with appropriate communication supports, upon request.
- Public Library Boards may provide accessible formats for archival materials, special collections and rare books.

12. Employment Standard

The Employment Standard builds upon the existing requirements under the *Ontario Human Rights Code* in relation to how to accommodate individuals with disabilities throughout the job application process and the employment relationship. It applies in respect to employees and does not apply to volunteers and other non-paid individuals.

The requirements of the Employment Standard shall be met by January 1, 2014 unless otherwise specified.

13. Recruitment

We shall notify employees and the public about the availability of accommodations for applicants with disabilities:

During the recruitment process when job applicants are individually selected to participate in an assessment or selection process;

- During the recruitment process when job applicants are individually

selected to participate in an assessment or selection process;

- If a selected applicant request an accommodation, we shall consult with the applicant and provide or arrange for the provision of a suitable accommodation that takes into account the applicant's disability;
- Notify successful applicants of the policies for accommodating employees with disabilities.

14. Employee Notification

The Township of Joly shall inform its employees of its policies used to support its employees with disabilities, including but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to a disability:

- As required to new employees as soon as practicable after they begin their employment;
- Whenever there is a change in policies on the provision of job accommodations that take into account an employee's accessibility needs due to a disability.

15. Accessible Formats

In addition to and where an employee with a disability requests it, we will consult with the employee to provide or arrange for the provision of accessible formats and communication supports for:

- Information that is needed in order to perform the employee's job;
- Information that is generally available to employees in the workplace; and
- Consult with the employee making the request in determining the suitability of an accessible format or communication support.

16. Individual Accommodation Plan

We shall have in place a written process for the developing of a documented individual accommodation plan for employees with a disability. Process to include:

- The employee's participation in the development of the IAP;
- Assessment on an individual basis;
- Identification of accommodations to be provided;
- Timelines for the provision of accommodations;
- We may request an evaluation by medical or other expert, at our expense, to assist with determining accommodation and how to achieve accommodation;
- Employee may request the participation of a representative from their bargaining agent where represented, or otherwise a representative from the workplace where employee is not represented by a bargaining agent;
- Steps taken to protect the privacy of the employee's personal information;
- Frequency with which the IAP will be reviewed and updated and the manner in which it will be done;
- If denied, the reason for denial are to be provided to the employee;
- A format that takes into account the employee's disability;
- If requested, any information regarding accessible formats and communication supports provided;
- Identification of any other accommodations that is to be provided.

17. Return to Work

We will have in place a return to work process for employees who have been absent from work due to a disability and require disability-related accommodation in order to return to work. Such processes must be documented and must outline steps we will take to facilitate the return to work and include an IAP plan.

18. Performance Management, Career Development and Advancement, Redeployment

We will take into account the accessibility needs and/or individual accommodation plans of employees when:

- Using performance management processes;
- Providing career development and advancement information;
- Using redeployment procedures.

19. Workplace Emergency Response Information

We shall provide individualized workplace emergency response information to employees who have a disability:

- If the disability is such that the individualized information is necessary and the employer is aware of needs for accommodation due to the employee's disability;
- If the employee who receives an individual workplace emergency response information requires assistance and with the employees consent we shall provide the workplace emergency information to the person designated by the Township of Joly to provide assistance to the employee;
- As soon as practicable after becoming aware of the need for accommodation due to the employee's disability;
- Review the individualized workplace emergency response information when the employee moves to a different location in the organization, when overall accommodations needs or plans are reviewed and when the employer reviews its general emergency response policies.

20. Transportation Standard

The Transportation Standard will make it easier for people to travel in Ontario, including persons with disabilities, older Ontarians and families travelling with children in strollers.

As a municipality, we will:

- Consult with the Municipal AAC, the public and persons with disabilities in development of accessible design criteria in the construction, renovation or replacement of bus stops/shelters, including steps to meet the goal of accessible stops/shelters;
- Consult with AAC, persons with disabilities and the public to determine proportion of accessible taxis required in the community, including steps to meet the need;
- Ensure taxicabs do not charge a higher fee or additional fee to persons with disabilities;
- Ensure taxicabs do not charge a fee for storage of assistive devices;
- Ensure taxicabs have appropriate information displayed both the rear bumper and available in an accessible format to passengers.

Our Accessibility Plan will include progress made by the municipality to meet the accessible taxi needs of the community and provide accessible bus stops/shelters.