



Schedule “C” By-law 25-61

Township of Elizabethtown-Kitley Procedures

Subject: Accessibility - Customer Service Standards Procedure

1.0 Purpose:

This document provides the practices, procedures and forms required to implement the Elizabethtown-Kitley Accessibility - Customer Service Standard Policy and to meet the Customer Service Standards as prescribed in Ontario Regulation 429/07 under the Accessibility for Ontarians with Disabilities Act, 2005 (A.O.D.A).

2.0 Scope:

The Council of the Township of Elizabethtown-Kitley adopted the Accessibility – Customer Service Standards Policy at its regular Council Meeting on December 14, 2009. This updated version is set to be adopted on December 8, 2025.

This policy applies to all Township employees, and persons acting on behalf of the Township.

3.0 Definitions:

Alternative Service means a service generally intended to be temporary that approaches the desired result until such time as the barrier is removed or an equivalent service is put in place;

Assistive Device means auxiliary aid such as communication aids, cognition aids, personal mobility aids and medical aids (i.e. canes, crutches, wheelchairs or hearing aids);

Contractor means a company or person with a formal or informal contract to do a specific job on behalf of the Township of Elizabethtown-Kitley;

Customer means any person who receives or seeks to receive goods or services from a person or organization in the private, public and non-governmental sector. Customers include persons who involuntarily receive goods or services imposed by an external authority;

Disability means the same as the definition of disability found in the Ontario Human Rights Code;

Equivalent means having similar effects or identical effects;

Service Animal means any animal individually trained to do work or perform tasks for the benefit of a person with a disability as defined in Ontario Regulation 429/07;

Support Person means any person whether a paid professional, volunteer, family member or friend who accompanies a person with a disability in order to help with communications, personal care or medical needs or with access to goods or services.

4.0 Communication

The Municipality shall:

- 4.1** Communicate with people with disabilities in ways that take into account their disability;
- 4.2** Train staff who communicate with customers on how to interact and communicate with people with various types of disabilities;
- 4.3** Provide accessible notifications to all of our customers in the following formats upon request: email, large print, hard copy;
- 4.4** Answer any questions customers may have about the content of the communication in person, by telephone, e-mail or in writing.

5.0 Telephone Services

The Municipality shall:

- 5.1** Provide accessible telephone service to our customers;
- 5.2** Train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly;
- 5.3** Offer to communicate with customers by email, in writing, in person, or by relay service if telephone communication is not suitable to their communication needs or is not available.

6.0 Assistive Devices

The Municipality shall:

- 6.1** Ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services; and

6.2 That appropriate staff know how to use the following assistive devices available on Township premises for customers:

- automatic doors

7.0 Use of Service Animals & Support Persons

7.1 Service Animals - When a person with a disability is accompanied by a guide dog or other service animal, the Municipality will permit the person to enter the premises with the animal and keep it with him or her, unless the animal is otherwise excluded by law from the premises.

Should the service animal or guide dog be excluded by law from the premises, the Township will look to other available measures to enable the person with a disability to obtain, use or benefit from the Township's goods and services.

7.2 Support Person - When a person with a disability is accompanied by a support person, they are permitted to enter the premises together and are not prevented from having access to each other while on the premises. The Township may require a person with a disability to be accompanied by a support person while on its premises, but only if a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises.

Where fees for goods and services are advertised or promoted by the Township, it will provide advance notice of the amount payable, if any, in respect of the support person.

8.0 Notice Of Temporary Disruption

8.1 Elizabethtown-Kitley Township 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.

8.2 This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

8.3 The notice will be placed at all public entrances and service counters on our premises, and where appropriate, on our website www.ektwp.ca

8.4 If the disruption is anticipated, the Township will provide a reasonable amount of advance notice of the disruption. If the disruption is unexpected, notice will be provided as soon as possible

9.0 Training

- 9.1** Training will be provided to staff and Council through E-learning technology.
- 9.2** Training will be provided to Committee members and the beginning of a term as a group.
- 9.3** Training will be provided to volunteers, when necessary, in a format deemed most appropriate for the group and circumstance.
- 9.4** Trained will be an ongoing basis - when changes are made to the policies, practices and procedures.
- 9.5** The CAO/Clerk will keep records of the training provided, including completion dates and names of those completing.
- 9.6** For every new hire, training will be provided within 3 months after a staff person commences their duties.
- 9.7** When the onboarding of new Committee members is necessary, training will be provided within 3 months of appointment, in a format deemed most appropriate for the circumstance.

10.0 Feedback Process:

To assist the Township of Elizabethtown-Kitley in ensuring that the delivery of goods and services to those with disabilities is provided in an effective and timely manner, the customer is invited to provide their feedback as follows:

In writing, in person, email or telephone, addressed to:

The Township of Elizabethtown-Kitley
6544 New Dublin Road
RR 2
Addison ON K0E 1A0
613-345-7480
Email: deputyclerk@ektwp.ca

The Deputy Clerk will respond either in writing, in person, email or telephone acknowledging receipt of feedback and will set out the action to be taken in response to any complaints. A response will be provided within twenty-one days.

Information about the feedback process will be posted at each Municipal facility and on the website www.ektwp.ca

Modifications To This or Other Procedures

The Township of Elizabethtown-Kitley is committed to developing customer service practices and procedures that respect and promote the dignity and independence of people with disabilities. Therefore, changes may be made from time to time to the procedures resulting from the feedback received and improvements to customer service for people with disabilities.

Any Township practice or procedure that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Schedules:

- Customer Feedback Form
- Record of Customer Feedback
- Notice - Planned Service Disruption
- Notice - Unexpected Service Disruption

Elizabethtown-Kitley Customer Feedback Form

Thank you for visiting Elizabethtown-Kitley. We value all of our customers and strive to meet everyone's needs.

Please tell us the date and time of your visit: _____ at _____.

Staff Person or Position: _____

Location: _____ Department: _____

Did we respond to your customer service needs today? ☐ **Yes** ☐ **Somewhat**
☐ **No** (please explain below)

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?) ☐ **No**
☐ **Yes** (please explain below) ☐ **Somewhat** (please explain below)

Please add any other comments/suggestions you may have:

☐ Please check the box if you would like to receive a response to your feedback.

Contact information: _____

Elizabethtown-Kitley Record of Customer Feedback

Date feedback received: _____

Name of customer (optional): _____

Contact information (if appropriate) *: _____

Details:	Corrective Measures:	Staff Involved:	Follow-up:	Due by:

Authorization

Dated

cc: _____

Elizabethtown-Kitley Scheduled Service Disruption Notice

There will be a scheduled service disruption on the _____.

There will be a scheduled service disruption at the _____.

The disruptions will be from _____ until _____.

These disruptions include:

On behalf of the Township of Elizabethtown-Kitley we would like to thank you for your patience in this matter.

Should you have any further questions please contact:

Rob Nolan, CAO/Clerk
Township of Elizabethtown-Kitley
613-345-7480, ext. 237
rnolan@ektwp.ca

Elizabethtown-Kitley Unexpected Service Disruption Notice

Date: _____

There has been an unexpected service disruption(s) at the _____.

The estimated time of the service disruption(s) are from _____ until _____.

These disruption(s) include:

On behalf of the Township of Elizabethtown-Kitley we would like to thank you for your patience in this matter.

Should you have any further questions please contact:

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