

THE CORPORATION OF THE CITY OF CORNWALL

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| Department: Clerk's Department | Policy Number: CL09-02 |
| Sub-Section: | Effective Date: July 2009 |
| Approval: City Council | Revision Date: |

ACCESSIBLE CUSTOMER SERVICE



PURPOSE:

The purpose of this Policy is to establish guidelines on providing goods and services to persons with disabilities.

The Corporation of the City of Cornwall (hereinafter referred to as the "City") is committed to providing consistent customer service to persons with disabilities by putting into practice these four key principles:

- Dignity
- Independence
- Integration
- Equal Opportunity

Prescribing Legislation

This Policy has been prepared pursuant to requirements and information provided in the Ontario Regulation 429/07 made under the Accessibility for Ontarians with Disabilities Act, 2005.

Glossary

- "guide dog" means a guide dog as defined in section 1 of the Blind Persons Rights' Act
- "service animal" means a service animal for a person with a disability
- "support person" means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods or services.
- a dog or an animal is a service animal for a person with a disability:
 - (i) if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
 - (ii) if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

POLICY:

1.1 Use of Service Animal

The City is committed to welcoming visiting persons with disabilities who are accompanied by a service animal on the parts of its premises that are open to the public and other third parties.

- (a) If a visiting person with a disability is accompanied by a guide dog or other service animal, the City shall ensure that the person is permitted to enter the premises with the animal and to keep the animal with him or her unless the animal is otherwise excluded by law from the premises.
- (b) If a service animal is excluded by law from the premises or it is deemed unsafe for a visiting person with a disability to be accompanied by a guide dog or other service animal, the City shall ensure that other measures are available to enable the person with a disability to obtain, use or benefit from the City's goods or services by bringing goods or services to the person in a part of the premises where the animal is not restricted or by offering a safe location where the service animal can wait, if the person is able to be separated from the animal while obtaining the service, and offering assistance to the person with a disability while they are separated from the service animal.
- (c) The City shall ensure that all staff, volunteers and other persons dealing with the public are properly trained in how to interact with visiting persons with disabilities who are accompanied by a service animal.
- (d) If it is not readily apparent that the animal is used by the visiting person for reasons relating to his or her disability, the City has the right to request a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.
- (e) A visiting person with a disability who is accompanied by a service animal must maintain care and control of that animal at all times.
- (f) If a customer or a staff member has an allergy to animals, the City shall make every reasonable effort to meet the needs of all individuals.

1.2 Use of Support Person

The City is committed to welcoming visiting persons with disabilities who are accompanied by a support person.

- (a) If a visiting person with a disability is accompanied by a support person, the City shall ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises.

- (b) The City may require a visiting person with a disability to be accompanied by a support person when on the 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.
- (c) If an amount is payable by a support person for admission to the premises or in connection with a support person's presence at the premises, the City shall ensure that notice is given in advance about the amount, if any, payable in respect of the support person by including same on the City's website and in any other manner deemed appropriate.
- (d) In situations where the City has obligations under privacy laws or has issues of confidentiality or professional obligations, a support person may be requested to agree to requirements of service just as the person with a disability does.

1.3 Notice of Temporary Disruption

The City is committed to establishing, implementing and maintaining a process to provide notice of service disruptions.

- (a) If, in order to obtain, use or benefit from the City's goods or services, persons with disabilities usually use particular facilities or services of the City and if there is a temporary disruption in those facilities or services in whole or in part, the City shall give notice of the disruption to the public.
- (b) Notice of the disruption must include the following information:
 - the reason for the disruption
 - the anticipated duration
 - a description of what alternative facilities or services are available, if any.
- (c) Notice shall be given on the approved Notice of Disruption Form by posting the information at a conspicuous place at the location of the disruption which may include any or all entrances and by posting it on the City's website or by such other method as is reasonable in the circumstances.

** A sample Notice of Temporary Disruption Form is attached hereto as Schedule "A" to this Policy.*

1.4 Training

The City is committed to establishing, implementing and maintaining a program for training staff on how to provide customer service to persons with disabilities.

- (a) The City shall ensure that the following persons receive training about the provision of its goods or services to persons with disabilities:
 - (i) Every person who deals with members of the public or other third parties on behalf of the City, whether the person does so as an employee, agent, volunteer or otherwise.
 - (ii) Every person who participates in developing the City's policies, practices and

procedures governing the provision of goods or services to members of the public or other third parties.

- (b) The training must include a review of the purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of this Regulation and instruction about the following matters:
- (i) How to interact and communicate with persons with various types of disability.
 - (ii) How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person.
 - (iii) How to use equipment or devices available on the City's premises or otherwise provided by the City, where the person interacts with the public, that may help with the provision of goods or services to a person with a disability.
 - (iv) What to do if a person with a particular type of disability is having difficulty accessing the City's goods or services.
 - (v) The City's customer service policies, practices and procedures governing the provision of goods or services to persons with disabilities.
- (c) The training shall be provided to each person as soon as practicable after he or she is assigned the applicable duties.
- (d) The training shall also be provided on an ongoing basis in connection with changes to the policies, practices and procedures governing the provision of goods or services to persons with disabilities.
- (e) The training content may vary depending on who is receiving the training and the nature of the services provided and depending on the individual Departmental requirements.
- (f) Training format may include:
- a Three-Hour Session
 - a One-Hour Session
 - an eLearning Session with Questionnaire
 - a Self-Training Manual with Questionnaire
 - other format as required
- (g) The training provided to staff who deals with the public on a regular basis shall be more focused on person-to-person interaction than the training provided to staff who have less contact with customers. The Trainer, in collaboration with Department Managers, may choose the particular content of the training and the way each of the topics described above is addressed.

- (h) Records shall be kept by the Trainer of who was trained, when they were trained and in which format the training was delivered.
- (i) The persons in the following areas shall be included in the training. Changes to the Corporate Structure and Lay Appointments Committee and Elected Officials shall form part of this Policy.

Elected Officials

Mayor and Council

Municipal Departments

Office of the Chief Administrative Officer

City Clerk's Department

Department of Financial Services

Accounting

Billing and Collection

Purchasing

IT Services

Department of Social and Housing Services

Social Services

Child Care

Social Housing

Department of Human Resources

Department of Planning, Parks and Recreation

Planning

Building and Permits

By-law Enforcement

Recreation Programming

Facilities Maintenance

Parks and Landscaping

Department of Economic Development

Glen-Stor-Dun Lodge

Department of Infrastructure and Municipal Works

Transit

Municipal Works

Engineering

Environment

Emergency Services

Fire

Ambulance

Others

Cornwall Public Library

Day Care Providers

Volunteers

Committees

Audit Committee
Budget Steering Committee
Committee of Adjustment
Cornwall Planning Programs Evaluation Committee
Cornwall Economic Development Strategic Plan Implementation Advisory Committee
Cornwall and Area Housing Corporation
Cornwall Public Library Board
Cornwall Akwesasne Liaison
Emergency Management & Advisory Committee
Glen Stor Dun Lodge Management Board
Heritage Property Tax Relief Program
Heritage Cornwall
Multi-Sports Facility
Municipal Environmental Advisory Committee
Municipal Accessibility Advisory Committee
Parking Committee
Personnel Committee
Property Standards Committee
Recreation Advisory Committee
Social Planning Council
Transit Committee
Waterfront Development Committee
Youth Advisory Committee

- (j) The Cornwall Community Police Service shall provide the City with training records on a quarterly basis.
- (k) The City shall include, in all its contracted services Agreements, a clause requiring the contractor to meet the requirements under this legislation.

** A sample clause for Contracted Services is attached hereto as Schedule "C" to this Policy.*

- (l) The Trainer shall keep City Council, Municipal Departments, Committees and other related organizations informed of ongoing training opportunities and changes to the policies, practices and procedures governing the provision of goods or services to persons with disabilities.

1.5 Feedback Process

The City is committed to establishing, implementing and maintaining a process for receiving and responding to feedback about how to provide goods or services to persons with disabilities.

- (a) The City has established a process for receiving and responding to feedback about the manner in which it provides goods or services to persons with disabilities and shall make information about the process readily available to the public.
- (b) The feedback process shall permit persons to provide feedback in person, by telephone, in writing, or by delivering an electronic text by email or online, on disk or otherwise.

- (c) The feedback process shall include the following:
 - (i) The opportunity for the public to provide feedback in person, by telephone, in writing, or by delivering an electronic text by email or online, on disk or otherwise.
 - (ii) The opportunity to provide as much information as possible when providing feedback so that the event can be readily identified by the Supervisor and/or Manager responsible for where the event took place. This information may include dates, times, names, contact information, a description of the event, etc.
 - (iii) Feedback may be received by any person who deals with members of the public or other third parties on behalf of the City, whether the person does so as an employee, agent, volunteer or otherwise and any person who participates in developing the City's policies, practices and procedures governing the provision of goods or services to members of the public or other third parties. A copy of the feedback shall be forwarded to the responsible Supervisor and to the Manager for review and to the Clerk's office for reporting purposes.
 - (iv) An answer to the feedback is not mandatory, however, depending on the situation, the Supervisor and/or Manager responsible for where the event took place may deem it appropriate to respond to the customer. Should an answer be deemed appropriate and should the customer have chosen to supply his or her contact information, the customer may expect the said answer within 15 business days.

* A sample Feedback Form is attached hereto as Schedule "B" to this Policy.

1.6 Availability of Documents

The City is committed to raising awareness towards accessibility and to breaking down barriers for persons with disabilities in order for them to have the same kind of opportunities as everyone else.

This Policy regarding Accessible Customer Service shall be displayed at City Hall, the Cornwall Public Library, the Department of Social and Housing Services and its satellite offices, the Aquatic Centre and on the City Website and shall be made available to anyone upon request.

Questions or concerns regarding this policy and its implications should be addressed to the City Clerk's Department.

1.7 Alternate Formats

The City is committed to providing individual accommodation to its customers where appropriate by creating its own alternate formats of printed materials. Upon request, alternate formats shall be provided in a manner in which is to be agreed upon by the requester and the City. Staff should contact the Trainer for assistance if required.

Attachments

Schedule "A" Sample of Notice of Disruption Form

Schedule "B" Sample of Feedback Form

Schedule "C"
Sample
clause for
Contracted
Services

Schedule "A"



Notice of Disruption Form
This document is available in alternative formats upon request.

Date:

Type of Disruption:

Reason for Disruption:

Anticipated Date of Termination of Disruption:

Alternative Facilities or Services:

Contact Person:

Department:

Address:

Telephone Number:

Fax Number:

Email Address:



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Schedule "B"



Feedback Form

This document is available in alternative formats upon request.

The Corporation of the City of Cornwall
Website: www.cornwall.ca

P.O. Box 877 Phone 613-930-2787
360 Pitt Street Fax 613-933-1860
Cornwall, Ontario Email mpoirier@cornwall.ca
K6H 5T9 or jmalyon@cornwall.ca

Thank you for visiting The Corporation of the City of Cornwall. We value all our citizens and customers and strive to meet everyone's needs.

Please tell us about your visit:

Date and Time

Location

Did we respond to your customer service needs on this visit?

Yes Somewhat No

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

Yes Somewhat No

Did you have any problems accessing our goods and/or services?

Yes Somewhat No

Providing your contact information is optional.

Name (first, middle initial, last) Name of Organization

Mailing Address (address, city, province, postal code)

Home Phone Work Phone E-mail address
(including area code) (including area code)

This information is collected by The Corporation of the City of Cornwall under the Freedom of Information and Protection of Privacy Act R.S.O. 1990, c. F.31, s. 39 (2) for the purposes of improving accessible customer service. Questions about the collection of this information can be addressed to the Clerk's Department, 360 Pitt Street, Cornwall, Ontario, K6J 3P9, 613-932-6252.

For Office Use Only

| | |
|----------------------------|-------------------|
| Date Feedback was received | Date Forwarded |
| Responsible Department | Contact Person(s) |
| Follow-up Actions | |
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Accessibility Regulations for Contracted Services

In accordance with Ontario Regulation 429/07, Accessibility Standards for Customer Service Section 6, every provider of goods and services shall ensure that every person who deals with members of the public or participates in the developing of the service providers policies, practices and procedures governing the provision of goods and services to members of the public, shall be trained on the following:

1. How to interact and communicate with persons with various types of disability;
2. How to interact with persons with disabilities who use assistive devices or require the assistance of a guide animal, or a support person;
3. How to use equipment that is available on the premises that may help in the provision of goods or services;
4. What to do if a person with a particular type of disability is having difficulty accessing the provider's goods or services; and
5. Information on the policies, practices and procedures governing the provision of goods and services to people with disabilities.

Contracted employees, third party employees, agents and others that provide customer service on behalf of The Corporation of the City of Cornwall must meet the requirements of Ontario Regulation 429/07 with respect to training.

A document describing the training policy, a summary of the contents of the training and details of training dates and attendees must be submitted to The Corporation of the City of Cornwall upon request.

For information regarding the content of this document, please contact:

The Corporation of the City of Cornwall's Department of the City Clerk:

P.O. Box 877

360 Pitt Street

Cornwall, Ontario K6H 5T9

Website: www.cornwall.ca (search word: Accessibility)

Phone 613-930-2787

Fax 613-933-1860

Email mpoirier@cornwall.ca