

# **THE CORPORATION OF THE MUNICIPALITY OF TEMAGAMI**

**BY-LAW NO. 09-872**

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## **Being a by-law to adopt an Accessible Customer Service Policy for the Municipality of Temagami.**

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**WHEREAS** under Section 8. (1) (a) and (b) of the Municipal Act, 2001, S.O., 2001, c.25, as amended, the powers of a municipality under this or any other Act shall be interpreted broadly so as to confer broad authority on the municipality to enable the municipality to govern its affairs as it considers appropriate and to enhance the municipality's ability to respond to municipal issues.

**AND WHEREAS** the Province of Ontario has set forth legal requirements concerning accessibility standards for customer service, as set out under the Accessibility for Ontarians with Disabilities Act, 2005;

**AND WHEREAS** Ontario Regulation 429/07 requires that every provider of goods or services must establish policies, practices and procedures governing the provision of its goods or services to persons with disabilities; and that every designated public sector organization in Ontario shall be required to document its policies, practices and procedures;

**NOW THEREFORE the Council of the Corporation of the Municipality of Temagami hereby enacts as follows:**

1. That the Municipality hereby adopts the ACCESSIBLE CUSTOMER SERVICE POLICY attached hereto as Schedule "A" to this bylaw.
2. This bylaw shall come into force and take effect upon final passing thereof.

TAKEN AS READ A FIRST time on this 10<sup>th</sup> day of September 2009.

READ A SECOND AND THIRD time and finally passed this 10<sup>th</sup> day of September 2009.

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MAYOR

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CAO/Clerk

## **Schedule “A” to Bylaw 09-872**

# **The Municipality of Temagami Accessible Customer Service Policy**

### **Customer Service Policy Statement:**

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

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

The Corporation of the Municipality of Temagami exists to serve its residents and those who come to experience the area. We are dedicated to creating and maintaining a balance between the global attraction of Temagami’s wilderness and a successful business community. We are also dedicated to achieving the sustainable development of the Temagami area’s natural resources, while conserving and ensuring the area’s natural heritage and ecological diversity.

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

In fulfilling our mission, the Municipality of Temagami strives at all times to provide its services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our services and allowing them to benefit from the same services, in the same place and in a similar way as other residents and visitors.

##### **3. Providing service to people with disabilities**

The Municipality of Temagami is committed to excellence in serving all residents and visitors 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 disability.

We will train staff who communicate with the public on how to interact and communicate with people with various types of disabilities.

###### **3.2 Telephone services**

We are committed to providing fully accessible telephone service to our residents and visitors. We will train staff to communicate with the public over the telephone in clear and plain language and to speak clearly and slowly.

We will offer to communicate with individuals by email or fax, if telephone communication is not suitable to their communication needs or is not available.

### **3.3 Assistive devices**

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our services. It is our policy to allow people to use their personal assistive devices to access our services. We will ensure that our staff is trained and familiar with various assistive devices that may be used by persons with disabilities while accessing our services.

We will also ensure that staff knows how to use the following assistive devices available on our premises for the public:

- Keyed elevator at the community center for people with limited mobility.

### **3.4 Billing**

We are committed to providing accessible tax bills to our ratepayers and accessible invoices to those who use our billable services. Upon request, we will provide enlarged copies of tax bills or invoices or send a scanned copy by email.

We will answer any questions that our residents or visitors may have about the content of the tax bill or invoice in person, by telephone or email.

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

We are committed to welcoming 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 also ensure that all staff, volunteers 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 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 Municipality of Temagami'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.

When there is a charge for admission to events and attractions provided by the Municipality of Temagami, the regular admission fee will be charged to a person with a disability who is accompanied by a support person, but there will be no admission charge for the support person. Patrons will be informed of this by a notice that will be posted at the Municipality of Temagami's premises where the event or attraction is taking place and will also be included in any flyers, posters, or website postings for the event.

## **5. Notice of temporary disruption**

The Municipality of Temagami will provide the public 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 Municipality of Temagami will provide training to all employees, volunteers 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:

- Office staff at the Welcome Centre,
- Public Works staff
- Library staff
- Parks and Recreation staff and volunteers
- Mayor and Council.

This training will be provided within the 3 month probationary period after commencing employment for staff, and within 3 months of being elected or appointed for Mayor and Council.

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;

How to use the keyed elevator at the arena (recreation staff/volunteers);

What to do if a person with a disability is having difficulty in accessing the Municipality of Temagami's services;

The Municipality of Temagami's policies, practices and procedures relating to the customer service standard.

Applicable staff will be trained on policies, practices and procedures that affect the way 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 ultimate goal of the Municipality of Temagami is to meet and surpass the expectations of residents and visitors while serving persons with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way the Municipality of Temagami provides services to people with disabilities can be made in person at the Municipal office, or by telephone, fax, email or regular mail. All feedback will be directed to the CAO or his or her designate. Persons submitting comments can expect to hear back within 10 business days.

Complaints will be addressed according established municipal procedures.

## **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 disabilities.

Any policy of the Municipality of Temagami 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 residents and visitors with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, the CAO of the Municipality of Temagami, or his or her designate, should be provide an explanation.

## **Appendix A: Sample Documents for Notifying the Public about Disruptions in Service**

### **Sample 1**

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Dear Residents and Visitors,

The arena elevator will be out of service from April 1 to 3 for routine maintenance. This has been arranged for a time when no events are scheduled in the upstairs hall. If you need to access the upstairs at the arena during this time, Parks and Recreation staff will make every effort to assist you. If you have questions or concerns, please call [569-3274],

Thank you.

Arena Manager

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### **Sample 2**

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Dear Residents and Visitors,

Our accessible washroom on the lower floor of the Welcome Centre is out of service due to a broken pipe. A repair person will be on the premises tomorrow to fix it. In the interim, please use the accessible washroom on the upper level. We apologize for any inconvenience.

Thank you.

CAO/Clerk

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## Appendix B: Sample Documents for Obtaining Feedback

### Sample 1

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#### **Customer Service Feedback Form**

The Municipality of Temagami is committed to serving our residents and visitor and we strive to meet everyone's needs.

Please tell us the date and time of your visit:

Did we respond to your customer service needs today? ☐ YES ☐ NO

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

☐ YES ☐ SOMEWHAT ☐ NO (please explain below)

Did you have any problems accessing our services?

☐ YES (please explain below) ☐ SOMEWHAT (please explain below) ☐ NO

Please add any other comments you may have:

Contact information (optional):

Thank you.

CAO/Clerk

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### Sample 2

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#### **Record of Customer Feedback**

Date feedback received:

Name of customer **[optional]:**

Contact information (if appropriate):

Details:

Follow-up:

Action to be taken:

Staff member:

Date:

## Appendix C: Sample Notices on the Feedback Process

### Feedback process on provision of services to people with disabilities

#### Sample 1

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Dear Valued Customers,

We strive to improve accessibility for our residents and visitors with disabilities. We would like to hear your comments, questions and suggestions about the provision of our services to people with disabilities. Please contact Customer Service in person, by mail or at [phone number] or by email [email address] to share your comments.

Thank you.

CAO/Clerk

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#### Sample 2

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Dear Valued Customers,

We strive to improve accessibility for our residents and visitors with disabilities. We welcome your feedback. Please call [phone number] or email [email address] to share your comments, or request a copy of our accessibility policy.

Thank you.

CAO/Clerk

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## Back Cover - More Information

### Compliance assistance resources

You can order a copy of the customer service standard or get more information about it by contacting the following:

Accessibility for Ontarians with Disabilities Act (AODA) Contact Centre ServiceOntario  
Toll-free: 1-866-515-2025  
TTY: 416-325-3408 / Toll-free 1-800-268-7095  
Fax: 416-325-3407

You may also want to refer to the [Guide to the Accessibility Standards for Customer Service, Ontario Regulation 429/07](#).

Further information that will help providers comply with the standard may be found on the Accessibility Directorate's compliance assistance website at [WWW.AcceSsQN.ca/COMpliance](http://WWW.AcceSsQN.ca/COMpliance).

#### **To read the Accessibility for Ontarians with Disabilities Act:**

1. Go to the website [www.AccessON.ca/compliance](http://www.AccessON.ca/compliance)
2. Click on the [Accessibility for Ontarians with Disabilities Act, 2005](#)
3. This will take you to the act.

#### **To read the customer service standard:**

1. Go to the website [www.AccessON.ca/compliance](http://www.AccessON.ca/compliance)
2. Click on [Accessibility Standards for Customer Service Regulation, O. Reg. 429/07](#)
3. This will take you to the customer service standard.