

**THE CORPORATION OF THE
MUNICIPALITY OF TEMAGAMI**

BY-LAW NO. 16-1296

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

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, as required by the Accessibility for Ontarians with Disabilities Act, 2005 (the Act) and Ontario Regulation 429/07, the Council of the Corporation of the Municipality of Temagami adopted an Accessible Customer Service Policy by By-law 09-872 on the 10th day of September 2009 regarding the provision of its goods or services to persons with disabilities;

AND WHEREAS the Province of Ontario has made changes to the accessible customer service standard and the Integrated Accessibility Standards Regulation under the Act, effective July 1, 2016, which require municipalities to update their Accessible Customer Service Policies;

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

1. That the Municipality hereby adopts the revised ACCESSIBLE CUSTOMER SERVICE POLICY attached hereto as Schedule "A" to this by-law;
2. That By-law 09-872 is hereby repealed and replaced by this by-law;
3. That the Clerk of the Municipality of Temagami is hereby authorized to make minor modifications or corrections of a grammatical or typographical nature to this by-law and schedule, after the passage of this by-law, where such modifications or corrections do not alter the intent of the by-law.
4. That this bylaw shall come into force and take effect upon final passing thereof.

TAKEN AS READ A FIRST time on this 30th day of June 2016.

READ A SECOND AND THIRD time and finally passed this 30th day of June 2016.



Mayor



Clerk

Schedule “A” to Bylaw 16-1296

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 all of the following people on how to interact and communicate with people with various types of disabilities: staff, Members of Council, volunteers (including but not limited to committee members and volunteer firefighters), and all other persons who provide goods or services on behalf of the Municipality.

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 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. If we cannot easily identify that an animal is a service animal, we may ask the person to provide documentation from a regulated health professional. The documentation must confirm that the person needs the service animal for reasons relating to their 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, services or facilities. If a person with a disability is accompanied by a support person, the Municipality 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. 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.

In certain cases, the Municipality of Temagami might require a person with a disability to be accompanied by a support person for health or safety reasons. If such a case arises, before making a decision, the supervising staff person, or their delegate, must:

- consult with the person with a disability to understand their needs;
- consider health or safety reasons based on available evidence;
- determine if there is no other reasonable way to protect the health or safety of the person or others on the premises.

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 the premises.

6. Training for Council, Staff, Volunteers and Others

The Municipality of Temagami will provide training to all Members of Council, employees, volunteers and other third parties who provide goods or services on behalf of the Municipality.

For those persons who were not trained under the previous regulation, this training will be provided within 3 months of the passing of this policy by by-law. Going forward new employees will be trained within the 3 month probationary period after commencing employment for staff; within 3 months of being elected or appointed for the Mayor, Council and committee members; and within 3 months of entering into a contract to provide goods or services for other parties who provide goods or services on behalf of the Municipality.

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.

All individuals who have been trained, will be informed on an ongoing basis when changes are made to the Municipality's policies, practices and procedures. If required, additional training will also be provided at that time.

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.

The Municipality shall, on request, provide or arrange for accessible formats and communication supports, if required by a person with disabilities to provide feedback on how the Municipality provides accessible customer service.

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 contacted to provide an explanation.

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

Sample 1

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

Sample 2

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

Appendix B: Sample Documents for Obtaining Feedback

Sample 1

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

Sample 2

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: