

COUNTY OF BRANT PROCEDURE / PRACTICE STANDARD



DEPARTMENT	COUNTY WIDE	Ref. Policy No:	AAC-001
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EFFECTIVE DATE:	January 1, 2010	Revised date:	
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SUBJECT	Accessibility Standards for Customer Service		
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AUTHORITY	Accessibility for Ontarians with Disabilities Act, 2005; Ontario Regulation 429/07 (Customer Service Standard)		
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DEVELOPMENT	This Policy has been developed by the Accessibility Advisory Committee in co-operation with County of Brant staff		
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1 PURPOSE

.1 The County of Brant is committed to being responsive to the needs of all its residents. To do this, we must recognize the diverse needs of all of our residents and respond by striving to provide services and facilities that are accessible to all. As an employer, and a provider of services, the County of Brant is committed to ensuring its services are provided in an accessible manner.

.2 The County of Brant will promote accessibility through the procedures and practices and by ensuring they consider people with disabilities. To do this we must ensure the procedures and practices address integration, independence, dignity and equal opportunity.

2 Support Persons

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 services.

- .1 If a person with a disability is accompanied by a support person, staff shall provide within reason, accommodation for that support person.
- .2 Staff shall direct all communication to the person directly and not towards the support person unless directed to do so.
- .3 Staff will confirm with the person to receive approval prior to releasing confidential information when the support person is present.
- .4 Admission fees will be waived for the support person in all facilities where admission is charge by the County of Brant.

3 Guide Dogs/ Service Animals

- .1 For the purpose of this policy, a 'service animal' is defined as either:
 - (1) A "guide dog," as defined in section 1 of the *Blind Persons Rights' Act*, or
 - (2) A "service animal" for a person with a disability. For the purpose of this policy, an animal is a service animal for a person with a disability.

If it is readily apparent that the animal is used by the person for the reasons relating to his or her disability; or if the person provides a letter from a physician or nurse or authorized agency confirming that the person requires the animal for reasons relating to the disability.

- .2 Staff may request from the person who has a service animal, verification that the animal is a service animal as defined by producing a certificate or document that the animal is required for assistance for that person.
- .3 Staff shall allow service animals onto any County of Brant owned or leased buildings and property save and except where the health and safety of the animal is at risk or the health and safety of the public is at risk.

.4 Staff shall not touch, handle, speak or feed any guide dog or service animal.

.5 If a service animal becomes a nuisance or cannot be controlled by the person then staff shall have the right to have the person remove the service animal from any County of Brant owned or leased buildings or properties.

.6 If a service animal defecates onto any County of Brant owned or leased buildings or property it is the responsibility of that person with the service animal to clean up the area where the service animal defecated.

.7 If a person with a service animal requests special accommodation staff will within reason provide the service as requested. If accommodations can not be made available staff will discuss with the person other reasonable methods to provide alternative service for that person.

4 Temporary Service Disruption

.1 Service means “*Goods and services provided by the County of Brant but do not include general maintenance of buildings and properties on a daily basis or emergency repairs or 911 emergencies.*”

.2 Notice of the temporary disruption shall be issued with in reasonable time and no later than 21 calendar days prior to the service disruption..

.3 Notice of temporary service disruption shall be posted in the following formats:

.1 Mandatory

(1) Posted on the County of Brant web site.

(2) Posted on County of Brant owned or leased buildings or properties that are affected by the service disruption.

.2 Optional

(1) Be advertized in the local media.

(2) Be delivered to each residence or place of work in the immediate area where the service disruption is going to occur.

.4 Notices that are written shall have a minimum of a 14 Arial font. Any signage shall have a minimum 75mm height lettering using contrasting colours.

.5 County of Brant staff shall contact the Accessibility Coordinator to determine if the service disruption requires optional notification.

6. If a person with a particular disability requests a notice under 4.3 in an alternative format it shall be provided to that person within a reasonable time frame.

5 Format of Documents

.1 Refer to the Policy Statement

6 Assistive Devices

.1 Refer to the Policy Statement

7 Training

.1 The County of Brant shall ensure that the following persons receive training about the provision of its services to persons with disabilities:

- (1) Every person who deals with members of the public or other third parties on behalf of the County, whether the person does so as an employee, agent, volunteer or otherwise.
- (2) Every person who participates in developing the County's policies, practices and procedures governing the provision of services to members of the public or other third parties.

.2 Any new employee shall have training for the Accessibility Standards for Customer Service as part of their orientation package.

.3 Accessibility Standards for Customer Service training will be provided to every person as indicated in 7.1(1),(2) at every new term of County Council.

- .4 Training must include the following but not limited to;
 - .1 Review the purposes of the Act and the requirements of the Regulation.
 - .2 How to interact and communicate with persons with various types of disabilities.
 - .3 How to interact with persons with disabilities who use an assistive device, guide dog, service animal and support person.
 - .4 How to use equipment or devices on the service provider's premises that may help with services to a person with a disability.
 - .5 What to do if a person with a particular type of disability is having difficulty in accessing the County of Brant services.
 - .6 Review of the County of Brant Accessibility Policies and Procedures.
- .5 Training records shall be kept by the County of Brant and shall describe who had the training, when the training occurred and the number of persons who were trained.

8 Feedback Process

- .1 The feedback process must permit persons to provide feedback in person, telephone, in writing, electronic text by-e-mail or on a diskette or other means of communication.
- .2 All feedback information shall be completed on the prescribed form (refer to Appendix A).
- .3 Staff will complete the form for the person who is providing the feedback under these conditions.
 - (1) Feedback is over the telephone.
 - (2) Feedback is from a person who can not provide written information due to their disability.

.4 When a feedback or complaint has been received from a person the Accessibility Coordinator shall respond within 30 days to that person on what actions will be required to improve the areas of concern. The response shall be in a written format or an alternative format as requested by that person due to their disability.

9 Administration

.1 The County of Brant Accessibility Coordinator will be the administrator for the interpretation and implementation of the Customer Service Standard.

10 Contact Information

.1 For more information about this procedure/practice standard, or questions related to accessibility at the County of Brant, please contact:

Accessibility Coordinator
County of Brant
66 Grand River Street North
Paris, ON N3L 2M2
1-866-250-2296
1-519-449-2451
brant@brant.ca