

COUNTY OF BRANT POLICY STATEMENT



DEPARTMENT **COUNTY WIDE** **POLICY NUMBER: AAC-001**

EFFECTIVE DATE: **January 1, 2010** **Revised date:**

SUBJECT **Accessibility Standards for Customer Service**

AUTHORITY Accessibility for Ontarians with Disabilities Act, 2005;
Ontario Regulation 429/07 (Customer Service Standard)

DEVELOPMENT This Policy has been developed by the Accessibility
Advisory Committee in co-operation with County of Brant
staff

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 development of policies, procedures and practices and by ensuring that these policies, procedures and practices consider people with disabilities. To do this we must ensure the policies, procedures and practices address integration, independence, dignity and equal opportunity.

2 PRINCIPLES

1. Reasonable efforts will be made to ensure the following:
 - That service be provided in a manner that respects the dignity and independence of persons with disabilities.

- The provision of services to persons with disabilities, and others, will be integrated unless an alternate measure is necessary, whether temporarily or permanently, to enable a person with a disability to obtain, use or benefit from the services.
- Persons with disabilities will be given an opportunity – equal to that given to others to obtain, use and benefit from the services.
- Communication will be considered, in a manner that takes into consideration a person’s disability.
- Staff will receive appropriate training.
Persons with disabilities accompanied by a guide dog or service animal will be permitted in those areas of the premises owned or operated by the County of Brant that are open to the public.
- Persons with disabilities, accompanied by a support person, will be permitted to be accompanied by that support person in premises open to the public.
- Notice will be provided when facilities or services that people with disabilities rely on to access County of Brant services are temporarily disrupted.
- The County of Brant will establish a feedback process to allow people to provide feedback on how we are providing services to persons with disabilities.
- The County of Brant will allow persons with disabilities to use their own personal assistive devices to obtain, use or benefit from the services offered by the County of Brant.

3 Support Persons

Any person, 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. The County of Brant will allow people with disabilities to be accompanied by a support person in all County owned or leased buildings and properties.
2. The County of Brant reserves the right to request that a person with a disability be accompanied by the support person when on the premises, but only if the support person is necessary to protect the

health or safety of the person with a disability or the health or safety of other persons on the premises.

3. The County of Brant will waive admission fees for support persons who accompany a person with a disability, into facilities where admission is charged by the County of Brant.
 - A person with a disability who has a support person shall notify a staff member of the presence of their support person.
 - If there is confidential information to be disclosed, consent must be received from the person with the disability.

4 Service Animals

1. For the purpose of this policy, a 'service animal' is defined as either:
 - A "guide dog," as defined in section 1 of the *Blind Persons Rights' Act*, or
 - 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. If a service animal is excluded by law from the premises, the provider of services shall ensure that other measures are available to enable the person with a disability to obtain, use or benefit from the provider's services.

5 Service Disruption

1. If, in order to obtain, use or benefit from County of Brant services, persons with disabilities usually use particular facilities or services of the County of Brant and if there is a temporary disruption in those facilities or services in whole or in part, the County of Brant shall give notice of the disruption to the public.
2. Notice of the disruption must include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available.

6 Format of Documents

1. Should the County of Brant be required to give a copy of a document to a person with a disability, the County of Brant shall give the person the document, or the information contained in the document, in a format that takes into account the person's disability.
2. The County of Brant and the person with a disability will try to agree upon the format to be used for the document or information, subject to feasibility requirements of this policy.

7 Assistive Devices

1. The County of Brant will allow persons with disabilities to use their own personal assistive devices to obtain, use or benefit from the services offered by the County of Brant.
2. Should a person with a disability be unable to access the County's services through the use of their own personal assistive device, the County of Brant will ensure the following measures:
 - Determine if service or facility is inaccessible, based upon individual requirements.
 - Review service delivery and potential service options to meet the needs of the individual.
 - Notify the person with disability of alternative service and how they can access the service, temporarily or on a permanent basis.

8 Training

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

9 Feedback Process

1. The County of Brant shall establish a process for receiving and responding to feedback about the manner in which it provides services to persons with disabilities and shall make information about the process readily available to the public.
2. This policy will allow persons to provide their feedback in person, by telephone, in writing, or delivering an electronic text by e-mail or on diskette or otherwise.
3. This feedback process must specify the actions that the County of Brant is required to take if a complaint is received.

10 Administration

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

11 Contact Information

1. For more information about this policy, or questions related to accessibility at the County of Brant, please contact us:

Accessibility Coordinator
County of Brant
15 Curtis Avenue
Paris, ON N3L 3W1
1-888-250-2296
1-519-442-1818
brant@brant.ca

12 Links

Customer Service Standard, Ontario Regulation 429/07:
<http://www.elaws.gov.on.ca/html/source/regs/english/2007/elaws>
Accessibility for Ontarians with Disabilities Act, 2005:
<http://www.mcass.gov.on.ca/en/mcass/programs/accessibility/customerService/>
Ministry of Community and Social
Services:<http://www.mcass.gov.on.ca/mcass/english/pillars/accessibilityOntario>
AccessON: www.accesson.ca