



# **Township of Bonfield**

## **Accessible Customer Service Policy Required for the Implementation of the Accessibility for Ontarians with Disabilities Act (AODA 2005)**

Approved by Resolution of Council on September 11.2018

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# Accessible Customer Service Policy

## 1. Purpose / Background Information

The Accessibility for Ontarians with Disabilities Act, 2005 (the “AODA”) is a Provincial Act with the purpose of developing, implementing and enforcing accessibility standards in order to achieve accessibility for persons with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises.

Under the AODA, Ontario Regulation 429/07 entitled “Accessibility Standards for Customer Service” came into force on January 1, 2008. This Regulation establishes accessibility standards specific to customer service for public sector organizations and other persons or organizations that provide goods and services to members of the public or other third parties.

This policy is drafted in accordance with the Accessibility Standards for Customer Service (Ontario Regulation 429/07) and addresses the following:

- the provision of goods and services to persons with disabilities;
- the use of assistive devices by persons with disabilities;
- the use of service animals by persons with disabilities;
- the use of support persons by persons with disabilities;
- notice of temporary disruptions in services and facilities;
- training;
- customer feedback regarding the provision of goods and services to persons with disabilities; and
- notice of availability and format of documents.

## 2. Application

This policy applies to all persons who deal with members of the public or other third parties on behalf of the Township, whether the person does so as an employee, member of Council, volunteer, student on placement, or otherwise and all persons who participate in developing the Township’s policies, practices and procedures governing the provision of goods and services to members of the public or other third parties.

### **3. Definitions**

#### **Assistive Device**

A device used to assist persons with disabilities in carrying out activities or in accessing the services of persons or organizations covered by the Customer Service Standard.

#### **Municipality**

The Corporation of the Township of Bonfield, excluding boards and commissions

#### **Disability**

(a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device, (b) a condition of mental impairment or a developmental disability, (c) a learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language, (d) a mental disorder, or (e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

#### **Guide Dog**

A guide dog as defined in section 1 of the Blind Persons' Rights Act is a dog trained as a guide for a blind person and having qualifications prescribed by the regulations under the Blind Persons' Rights Act.

#### **Nurse**

A Registered Nurse or Registered Practical Nurse who is a registered member in good standing with the College of Nurses of Ontario

#### **Physician**

A physician who is a registered member, in good standing, with the College of Physicians and Surgeons of Ontario

### **Service Animal**

Any animal used by a person with a disability for reasons relating to the disability where it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or where the person provides a letter from a physician or nurse confirming that he or she requires the animal for reasons relating to his or her disability; or a valid identification card signed by the Attorney General of Canada or a certificate of training from a recognized guide dog or service animal training school.

### **Support Person**

A person who accompanies a person with a disability in order to assist him or her with communication, mobility, personal care, or medical needs or with access to goods or services

## **4. Policy Statement**

*The Corporation of the Township of Bonfield is committed to providing quality goods and services that are accessible to all persons that we serve.*

## **5. General Principles**

### **a. The Provision of Goods and Services to Persons with Disabilities**

The Township of Bonfield will use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

- the Township's goods and services are provided in a manner that respects the dignity and independence of persons with disabilities;
- the provision of the Township's goods and services to persons with disabilities are integrated with those provided to persons who do not have disabilities unless an alternative measure is necessary to enable a person with a disability to obtain, use or benefit from the Township's goods or services and,
- persons with disabilities are given an opportunity equal to that of persons without disabilities to obtain, use or benefit from the Township's goods and services.

### **b. Communication with Persons with Disabilities**

When communicating with a person with a disability, the Township will do so in a manner that takes into account the person's disability.

### **c. Notice of Temporary Disruptions in Services and Facilities**

The Township is aware that the operation of its services and facilities is important to the public. However, temporary disruptions in the Township's services and facilities may occur due to reasons that may or may not be within the Township's control or knowledge.

The Township will make reasonable effort to provide notice of the disruption to the public, including information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if any, that may be available. The Township will make reasonable effort to provide prior notice of planned disruption if possible, recognizing that in some circumstances such as in the situation of unplanned temporary disruption, advance notice will not be possible. In such cases, the Township will provide notice as soon as possible.

When temporary disruptions occur to the Township's services or facilities, the Township will provide notice by posting the information in visible places, or on the Township's website ([www.bonfieldtownship.org](http://www.bonfieldtownship.org)), or by any other method that may be reasonable under the circumstances as soon as reasonably possible.

### **d. Assistive Devices and other Measures that Assist with Accessibility**

A person with a disability may provide their own assistive device for the purpose of obtaining, using and benefiting from the Township's goods and services. Exceptions may occur in situations where the Township has determined that the assistive device may pose a risk to the health and safety of a person with a disability or the health and safety of others on the premises.

In these situations, and others, the Township may offer a person with a disability other reasonable measures to assist him or her in obtaining, using and benefiting from the Township's goods and services, where the Township has such other measures available.

It should be noted that it is the responsibility of the person with a disability to ensure that his or her assistive device is operated in a safe and controlled manner at all times.

## **e. Service Animals**

Persons with a disability may enter premises owned and operated, or operated, by the Township accompanied by a service animal and keep the animal with them if the public has access to such premises and the animal is not otherwise excluded by law. If a service animal is excluded by law, the Township will ensure that alternate means are available to enable the person with a disability to obtain, use or benefit from the Township's goods and services.

If it is not readily apparent that the animal is a service animal, the Township may ask, without prejudice, the person with a disability for a letter from a physician or nurse confirming that the person requires the animal for reasons relating to his or her disability. The Township may also, or instead, ask for a valid identification card signed by the Attorney General of Canada or a certificate of training from a recognized guide dog or service animal training school.

It should be noted that it is the responsibility of the person with a disability to ensure that his or her service animal is kept in control at all times.

## **f. Support Persons**

A person with a disability may enter premises owned and operated, or operated, by the Township with a support person and have access to the support person while on the premises.

The Township may require a person with a disability to be accompanied by a support person while on Township premises in situations where it is necessary to protect the health or safety of the person with a disability or the health and safety of others on the premises.

A support person, when assisting a person with a disability to obtain, use or benefit from the Township's goods and services, will be permitted to attend at no charge where an admission fee is applicable.

## **g. Feedback**

The Township of Bonfield is committed to providing high quality goods and services to all members of the public it serves. Feedback from the public is welcomed as it may identify areas that require change and encourage continuous service improvements.

Feedback from a member of the public about the delivery of goods and services to persons with disabilities may be given by telephone, in person, in writing, in electronic format or through other methods.

Information about the feedback process will be readily available to the public and notice of the process will be posted on the Township's website ([www.bonfieldtownship.org](http://www.bonfieldtownship.org)) and/or in other appropriate locations.

## **h. Training**

The Township will ensure that all persons to whom this policy applies receive training as required by the Ontario Accessibility Laws and aspects of the Ontario Human Rights Code that relate to persons with disabilities. The amount and format of training given will be tailored to suit each person's interactions with the public and his or her involvement in the development of policies, procedures and practices pertaining to the provision of goods and services. The Township will train our employees, Volunteers, Council, Firefighters on accessibility as it relates to their specific roles.

The content of the training will include:

- a review of the purposes of the AODA;
- the requirements of the Accessibility Standards for Customer Service (Ontario Regulation 429 / 07);
- instruction on the Township's policies, procedures and practices pertaining to the provision of goods and services to persons with disabilities;
- how to interact and communicate with persons with various types of disabilities;
- what to do if a person with a particular type of disability is having difficulty accessing the Township's goods or services;

- how to interact with persons with disabilities who use assistive devices or who require the assistance of a support person or service animal; and
- information about the equipment or devices available on the Township’s premises that may help with the provision of goods or services to persons with disabilities.

## **Timeline for Training**

Training will be provided as soon as practicable upon an individual being assigned the applicable duties as well as on an ongoing basis as changes occur to the Township’s policies, procedures and practices governing the provision of goods or services to persons with disabilities as it relates to their specific roles.

## **Records of Training**

The Township will keep records of the training, including the date on which training is provided and the number of individuals to whom it is provided. The names of individuals trained will be recorded for training administration purposes, subject to the *Municipal Freedom of Information and Protection of Privacy Act* (“MFIPPA”)

## **6. Availability and Format of Documents Required by the Accessibility Standards for Customer Service (Ontario Regulation 429/07)**

All documents required by the Accessibility Standards for Customer Service, including the Township’s Accessible Customer Service policies, procedures and practices, notices of temporary disruptions, training records, and written feedback process is available upon request, subject to MFIPPA.

When providing a document to a person with a disability, the Township will provide the document, or the information contained in the document, in a format that takes the person’s disability into account.

## **7. Notice of the Availability of Documents**

Notice of the availability of all documents required by the Accessibility Standards for Customer Service will be posted on the Township’s website, and available through the Township Clerk’s Office.



***TOWNSHIP OF BONFIELD  
ACCESSIBILITY STANDARDS FOR  
CUSTOMER SERVICE***

***TRAINING MANUAL***

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## **POLICY OBJECTIVE**

The Township of Bonfield delivers services to individual customers, businesses and other community stakeholders through staff, volunteers, contractors and agents. This policy will set out the Standards for Accessibility Customer Service Training required by all persons who interact with the public or who participate in developing the Township's policies, the provision of service delivery.

### **DEFINITIONS:**

#### **01-01 EMPLOYEE**

- a) Full time
- b) Part time
- c) Temporary

#### **01-02 VOLUNTEER**

#### **01-03 CONTRACTOR**

#### **01-04 AGENT**

#### **01-05 ACCESSIBILITY STANDARDS – ONTARIO REGULATION 429/07 CREATED UNDER THE ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005 (AODA) WHICH PROVIDES FOR STANDARDS TO ENHANCE THE ACCESSIBILITY OF AN ORGANIZATION.**

### **TRAINING:**

Accessible Customer Service Training is provided to every employee or agent who interacts with the public on behalf of the Township as well as those who participate in developing policies, practices and procedures governing the provision of customer service. A form of ongoing training will be provided to individuals and/or groups as soon as practicable after that individual or group is assigned the applicable duties. Any substantive amendment to a policy, practice and procedure with respect to the provision of Accessible Customer Service may also necessitate further training.

Training will include:

- Purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Accessibility Standards for Customer Service Regulation.
- How to interact and communicate with persons with various types of disabilities
- 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.

- How to use equipment or devices that are available at the facility or otherwise provided that may help with the provision of goods or services to a person with a disability.
- What to do if a person with a particular type of disability is having difficulty accessing services.
- Information about the Township’s Accessible Customer Service Policy and related procedures.

**CONTRACTOR TRAINING REQUIREMENTS:**

In order to ensure that the customers of the Township receive Accessible Customer Service from contractors, or other third-party providers of service, the Township requires contractors to obtain and provide proof of staff training that meets the requirements of the Accessibility Standards for Customer Service (o.reg.429/07) prior to the commencement of work.

**RECORDS OF TRAINING:**

Records will be kept of the number of people to whom the required training was provided and on what date the training was delivered. A record of the contents of the training is appended to this policy.

# Accessibility for Ontarians with Disabilities Act, 2005

## ONTARIO REGULATION 429/07

### ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE

**Consolidation Period:** From October 24, 2008 to the [e-Laws currency date](#).

Last amendment: O. Reg. 373/08.

*This is the English version of a bilingual regulation.*

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#### **Purpose and application**

[1.](#) (1) This Regulation establishes accessibility standards for customer service and it applies to every designated public sector organization and to every other person or organization that provides goods or services to members of the public or other third parties and that has at least one employee in Ontario. O. Reg. 429/07, s. 1 (1).

[\(2\)](#) In this Regulation,

“designated public-sector organization” means the Legislative Assembly and the offices of persons appointed on the address of the Assembly, every ministry of the Government of Ontario, every municipality and every person or organization listed in Schedule 1 or described in Schedule 2 to this Regulation; (“organisation désignée du secteur public”)

“provider of goods or services” means a person or organization to which this Regulation applies. (“fournisseur de biens ou de services”) O. Reg. 429/07, s. 1 (2).

#### **Effective dates**

2. The accessibility standards for customer service apply to the designated public-sector organizations on and after January 1, 2010 and to other providers of goods or services on and after January 1, 2012. O. Reg. 429/07, s. 2.

### **Establishment of policies, practices and procedures**

3. (1) Every provider of goods or services shall establish policies, practices and procedures governing the provision of its goods or services to persons with disabilities. O. Reg. 429/07, s. 3 (1).

(2) The provider shall use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

1. The goods or services must be provided in a manner that respects the dignity and independence of persons with disabilities.
2. The provision of goods or services to persons with disabilities and others must be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or services.
3. Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services. O. Reg. 429/07, s. 3 (2).

(3) Without limiting subsections (1) and (2), the policies must deal with the use of assistive devices by persons with disabilities to obtain, use or benefit from the provider's goods or services or the availability, if any, of other measures which enable them to do so. O. Reg. 429/07, s. 3 (3).

(4) When communicating with a person with a disability, a provider shall do so in a manner that takes into account the person's disability. O. Reg. 429/07, s. 3 (4).

(5) Every designated public-sector organization and every other provider of goods or services that has at least 20 employees in Ontario shall prepare one or more documents describing its policies, practices and procedures and, upon request, shall give a copy of a document to any person. O. Reg. 429/07, s. 3 (5).

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

4. (1) This section applies if goods or services are provided to members of the public or other third parties at premises owned or operated by the provider of the goods or services and if the public or third parties have access to the premises. O. Reg. 429/07, s. 4 (1).

(2) If a person with a disability is accompanied by a guide dog or other service animal, the provider of goods or services 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. O. Reg. 429/07, s. 4 (2).

(3) If a service animal is excluded by law from the premises, the provider of goods or services shall ensure that other measures are available to enable the person with a disability to obtain, use or benefit from the provider's goods or services. O. Reg. 429/07, s. 4 (3).

(4) If a person with a disability is accompanied by a support person, the provider of goods or services 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. O. Reg. 429/07, s. 4 (4).

(5) The provider of goods or services may require a 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. O. Reg. 429/07, s. 4 (5).

(6) If an amount is payable by a person for admission to the premises or in connection with a person's presence at the premises, the provider of goods or services shall ensure that notice is given in advance about the amount, if any, payable in respect of the support person. O. Reg. 429/07, s. 4 (6).

(7) Every designated public-sector organization and every other provider of goods or services that has at least 20 employees in Ontario shall prepare one or more documents describing its policies, practices and procedures with respect to the matters governed by this section and, upon request, shall give a copy of a document to any person. O. Reg. 429/07, s. 4 (7).

(8) In this section,

“Guide dog” means a guide dog as defined in section 1 of the *Blind Persons' Rights Act*; (“chien-guide”)

“Service animal” means an animal described in subsection (9); (“animal d'assistance”)

“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. (“personne de soutien”) O. Reg. 429/07, s. 4 (8).

(9) For the purposes of this section, an animal is a service animal for a person with a disability,

- (a) if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- (b) if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability. O. Reg. 429/07, s. 4 (9).

### **Notice of temporary disruptions**

5. (1) If, in order to obtain, use or benefit from a provider's goods or services, persons with disabilities usually use particular facilities or services of the provider and if there is a temporary disruption in those facilities or services in whole or in part, the provider shall give notice of the disruption to the public. O. Reg. 429/07, s. 5 (1).

(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. O. Reg. 429/07, s. 5 (2).

(3) Notice may be given by posting the information at a conspicuous place on premises owned or operated by the provider of goods or services, by posting it on the provider's website, if any, or by such other method as is reasonable in the circumstances. O. Reg. 429/07, s. 5 (3).

(4) Every designated public-sector organization and every other provider of goods or services that has at least 20 employees in Ontario shall prepare a document that sets out the steps to be taken in connection with a temporary disruption and, upon request, shall give a copy of the document to any person. O. Reg. 429/07, s. 5 (4).

### **Training for staff, etc.**

6. (1) Every provider of goods or services shall ensure that the following persons receive training about the provision of its goods or services to persons with disabilities:

1. Every person who deals with members of the public or other third parties on behalf of the provider, whether the person does so as an employee, agent, volunteer or otherwise.
2. Every person who participates in developing the provider's policies, practices and procedures governing the provision of goods or services to members of the public or other third parties. O. Reg. 429/07, s. 6 (1).

(2) The training must include a review of the purposes of the Act and the requirements of this Regulation and instruction about the following matters:

1. How to interact and communicate with persons with various types of disability.
2. 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.
3. How to use equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods or services to a person with a disability.
4. What to do if a person with a particular type of disability is having difficulty accessing the provider's goods or services. O. Reg. 429/07, s. 6 (2).

(3) The training must be provided to each person as soon as practicable after he or she is assigned the applicable duties. O. Reg. 429/07, s. 6 (3).

(4) Training must 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. O. Reg. 429/07, s. 6 (4).

(5) Every designated public-sector organization and every other provider of goods or services that has at least 20 employees in Ontario shall prepare a document describing its training policy, and the document must include a summary of the contents of the training and details of when the training is to be provided. O. Reg. 429/07, s. 6 (5).

(6) Every designated public-sector organization and every other provider of goods or services that has at least 20 employees in Ontario shall keep records of the training provided under this section, including the dates on which the training is provided and the number of individuals to whom it is provided. O. Reg. 429/07, s. 6 (6).

### **Feedback process for providers of goods or services**

7. (1) Every provider of goods or services shall establish 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. O. Reg. 429/07, s. 7 (1).

(2) The feedback process must permit persons to provide their feedback in person, by telephone, in writing, or by delivering an electronic text by email or on diskette or otherwise. O. Reg. 429/07, s. 7 (2).

(3) The feedback process must specify the actions that the provider of goods or services is required to take if a complaint is received. O. Reg. 429/07, s. 7 (3).

(4) Every designated public sector organization and every other provider of goods or services that has at least 20 employees in Ontario shall prepare a document describing its feedback process and, upon request, shall give a copy of the document to any person. O. Reg. 429/07, s. 7 (4).

### **Notice of availability of documents**

8. (1) Every designated public sector organization and every other provider of goods or services that has at least 20 employees in Ontario shall notify persons to whom it provides goods or services that the documents required by this Regulation are available upon request. O. Reg. 429/07, s. 8 (1).

(2) The notice may be given by posting the information at a conspicuous place on premises owned or operated by the provider, by posting it on the provider's website, if any, or by such other method as is reasonable in the circumstances. O. Reg. 429/07, s. 8 (2).

### **Format of documents**

9. (1) If a provider of goods or services is required by this Regulation to give a copy of a document to a person with a disability, the provider shall give the person the document, or the information contained in the document, in a format that takes into account the person's disability. O. Reg. 429/07, s. 9 (1).

(2) The provider of goods or services and the person with a disability may agree upon the format to be used for the document or information. O. Reg. 429/07, s. 9 (2).

10. OMITTED (PROVIDES FOR COMING INTO FORCE OF PROVISIONS OF THIS REGULATION). O. Reg. 429/07, s. 10.

## SCHEDULE 1

### BOARDS, COMMISSIONS, AUTHORITIES AND AGENCIES

1. Agriculture, Food and Rural Affairs Appeal Tribunal.
2. Agricorp.
3. Alcohol and Gaming Commission of Ontario.
4. Algonquin Forestry Authority.
5. Assessment Review Board.
6. Board of negotiation continued under subsection 27 (1) of the *Expropriations Act*.
7. Cancer Care Ontario.
8. The Centennial Centre of Science and Technology.
9. Child and Family Services Review Board.
10. College Compensation and Appointments Council.
11. Each community care access corporation as defined in section 1 of the *Community Care Access Corporations Act, 2001*.
12. Consent and Capacity Board.
13. Conservation Review Board.
14. Criminal Injuries Compensation Board.
15. Crown Employees Grievance Settlement Board.
16. Custody Review Board.
17. Deposit Insurance Corporation of Ontario.
18. Echo: Improving Women's Health in Ontario.

19. Education Quality and Accountability Office.
- 19.1 eHealth Ontario.
20. Environmental Review Tribunal.
21. Financial Services Commission of Ontario.
22. Financial Services Tribunal.
23. Fire Marshal's Public Fire Safety Council.
24. Fire Safety Commission.
25. Greater Toronto Transit Authority.
26. Greater Toronto Transportation Authority.
27. Health Professions Appeal and Review Board.
28. Health Professions Regulatory Advisory Council.
29. Health Services Appeal and Review Board.
- 29.1 Human Rights Legal Support Centre.
30. Human Rights Tribunal of Ontario.
31. Landlord and Tenant Board.
32. Legal Aid Ontario.
33. Licence Appeal Tribunal.
34. Liquor Control Board of Ontario.
35. Each local health integration network as defined under section 2 of the *Local Health System Integration Act, 2006*.
36. McMichael Canadian Art Collection.
37. Metropolitan Toronto Convention Centre Corporation.
38. Niagara Escarpment Commission.
39. Niagara Parks Commission.

40. Normal Farm Practices Protection Board.
41. Office of the Employer Adviser.
42. Office of the Worker Adviser.
- 42.1 Ontario Agency for Health Protection and Promotion.
43. Ontario Civilian Commission on Police Services.
44. Ontario Clean Water Agency.
45. Ontario Educational Communications Authority.
46. Ontario Electricity Financial Corporation.
47. Ontario Energy Board.
48. Ontario Farm Products Marketing Commission.
49. Ontario Film Review Board.
50. Ontario Financing Authority.
51. Ontario Food Terminal Board.
52. Ontario French-language Educational Communications Authority.
53. Ontario Health Quality Council.
54. Ontario Heritage Trust.
55. Ontario Highway Transport Board.
56. Ontario Human Rights Commission.
57. Ontario Infrastructure Projects Corporation.
58. Ontario Labour Relations Board.
59. Ontario Lottery and Gaming Corporation.
60. Ontario Media Development Corporation.
61. Ontario Mental Health Foundation.

62. Ontario Municipal Board.
63. Ontario Northland Transportation Commission.
64. Ontario Parole and Earned Release Board.
65. Ontario Pension Board.
66. Ontario Place Corporation.
67. Ontario Police Arbitration Commission.
68. Ontario Racing Commission.
69. Ontario Realty Corporation.
70. Ontario Review Board.
71. Ontario Securities Commission.
72. Ontario Special Education Tribunal (English).
73. Ontario Special Education Tribunal (French).
74. Ontario Tourism Marketing Partnership Corporation.
75. Ontario Trillium Foundation.
76. Ottawa Congress Centre.
77. Owen Sound Transportation Company.
78. Pay Equity Hearings Tribunal.
79. Pay Equity Office.
80. Province of Ontario Council for the Arts.
81. Public Service Grievance Board.
82. Royal Ontario Museum.
83. St. Lawrence Parks Commission.
84. Science North.

85. REVOKED: O. Reg. 373/08, s. 1 (2).
86. Social Assistance Review Board.
87. Social Benefits Tribunal.
88. Soldiers' Aid Commission.
89. Trillium Gift of Life Network.
90. Walkerton Clean Water Centre.
91. Workplace Safety and Insurance Appeals Tribunal.
92. Workplace Safety and Insurance Board.

O. Reg. 429/07, Sched. 1; O. Reg. 373/08, s. 1.

## SCHEDULE 2

### BROADER PUBLIC SECTOR

1. Every district school board as defined in section 1 of the *Education Act*.
2. Every hospital as defined in section 1 of the *Public Hospitals Act*.
3. Every college of applied arts and technology established under the *Ontario Colleges of Applied Arts and Technology Act, 2002*.
4. Every university in Ontario, including its affiliated and federated colleges, that receives operating grants from the Government of Ontario.
5. Every public transportation organization in Ontario, including any municipally operated transportation services for persons with disabilities, that provides services for which a fare is charged for transporting the public by vehicles that are operated,
  - i. by, for or on behalf of the Government of Ontario, a municipality, a local board of a municipality or a transit or transportation commission or authority,
  - ii. under an agreement between the Government of Ontario and a person, firm, corporation, or transit or transportation commission or authority, or
  - iii. under an agreement between a municipality and a person, firm, corporation or transit or transportation commission or authority.

O. Reg. 429/07, Sched. 2.

# Accessibility for Ontarians with Disabilities Act, 2005

## ONTARIO REGULATION 430/07 EXEMPTION FROM REPORTING REQUIREMENTS

**Consolidation Period:** From January 1, 2008 to the [e-Laws currency date](#).

No amendments.

*This is the English version of a bilingual regulation.*

### Re accessibility standards for customer service

1. (1) Every provider of goods or services that has fewer than 20 employees, other than a designated public sector organization, is exempted from the requirement to file accessibility reports under section 14 of the Act with respect to the accessibility standards for customer service established by Ontario Regulation 429/07 (Accessibility Standards for Customer Service) made under the Act. O. Reg. 430/07, s. 1 (1).

(2) The following are the reasons for this exemption:

1. It is consistent with a phased approach to implementing the Act.
2. It allows the exempted providers of goods or services to focus their efforts and resources on complying with those accessibility standards. O. Reg. 430/07, s. 1 (2).

(3) In this section, “designated public-sector organization” and “provider of goods or services” have the same meaning as in Ontario Regulation 429/07. O. Reg. 430/07, s. 1 (3).

2. OMITTED (PROVIDES FOR COMING INTO FORCE OF PROVISIONS OF THIS REGULATION). O. Reg. 430/07, s. 2.

## Accessibility Resources

### Alternate Formats

[www.chs.ca/service/chs-interpreting-services](http://www.chs.ca/service/chs-interpreting-services)

Information on how to request sign language interpreting services, related fees and notice required.

[www.chs.ca/info/TTY/index.html](http://www.chs.ca/info/TTY/index.html)

Information on how to use TTY including features, etiquette, and commonly used abbreviations.

[www.cnib.ca/en/services/accessibility/text](http://www.cnib.ca/en/services/accessibility/text)

Details on the CNIB accessible test service, including audio, Braille, e-text and large print. Phone service is also available 1-800-563-2642.

### Legislation and Government Information

[www.accessibilitytoolbox.com](http://www.accessibilitytoolbox.com)

AMCTO's directory of accessibility resources.

[www.mcass.gov.on.ca](http://www.mcass.gov.on.ca)

Provincial government web site for the Ministry of Community and Social Services, and the Accessibility Directorate of Ontario.

[http://www.canadabusiness.ca/servlet/ContentServer?cid=1081945305713&pagename=CBSC\\_FE/display&lang=en&c=Finance](http://www.canadabusiness.ca/servlet/ContentServer?cid=1081945305713&pagename=CBSC_FE/display&lang=en&c=Finance)

Government of Canada website that provides funding - The Opportunities Fund supports innovative activities that will assist persons with disabilities to prepare for and obtain employment or self-employment as well as to develop the skills necessary to maintain that new employment.

## **Legislation and Government Information (continued)**

<http://www.cra-arc.gc.ca/disability/>

Canada Revenue Agency provides information for tax credits if you are a person with a disability.

<http://www.pwd-online.ca/pwdhome.jsp?lang=en>

Service Canada's website which provides services and information for persons with disabilities, family members, caregivers and all Canadians. Student Grants, Student Loans, Canada Pension, Entrepreneurs with Disabilities Program, Federal Excise Gasoline Tax Refund, Literature For the Blind, Opportunities Fund, Residential Rehabilitation Assistance Program

## **Other Sites**

[www.abilitiescentre.org](http://www.abilitiescentre.org)

Web site of the abilities centre featuring information for and about people with disabilities.

[\*\*www.accessibilitydirectory.ca\*\*](http://www.accessibilitydirectory.ca)

Directory of companies and organizations that provide service that can help make business, facilities and workplaces more accessible.

<http://www.ablelink.org/public/new/index.html>

Abilities on Line is an extraordinary and absolutely free Internet community. Here, young people with disabilities and illnesses connect with all kinds of possibilities.

<http://www.abilitymagazine.com/>

A magazine dedicated to persons with disabilities. Also has links to Ability Job, Ability Store and Ability Awareness.

## **Other Sites (continued)**

<https://www.dawncanada.net/>

Disabled Women's Network of Ontario has information for women with disabilities and includes Health and Justice Information, Resource Catalogues and Fact Sheets

**www.getactive.ca**

Information and resources that promote healthy, active living for people with disabilities.

## **Training Sites**

[www.accessforward.ca](http://www.accessforward.ca)

Training for an Accessible Ontario

[www.ohrc.on.ca](http://www.ohrc.on.ca)

Human Rights Code Training – Learning and working together





# Staff Training Plan

## Accessible Customer Service

Staff Category	Employee Group or Department	Training Required	yes or no	Level 1	Level 2
<b>Full Time Staff</b>					
<b>Part Time</b>					
<b>Contractors</b>					
<b>Volunteers</b>					
<b>Summer Students</b>					



# TIPS FOR SUCCESSFUL “ACCESSIBLE”

## CUSTOMER SERVICE

The following tip sheets are provided by the Ministry of Community and Social Services.



### Accessibility for Ontarians with Disabilities

#### Making Ontario accessible



**Please read the tip sheets carefully.**

What are the common themes throughout these tips?

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# WHAT YOU NEED TO KNOW ABOUT CUSTOMERS WITH VISION DISABILITIES

Vision disabilities reduce one's ability to see clearly. Very few people are totally blind. Many have limited vision such as tunnel vision, where a person has a loss of peripheral or side vision, or a lack of central vision, which means they cannot see straight ahead. Some can see the outline of objects while others can see the direction of light.

Vision disabilities can restrict your customers' abilities to read signs, locate landmarks or see hazards. In some cases, it may be difficult to tell if a person has a vision disability. Others may use a guide dog or white cane.

Here are some tips on serving customers who have vision disabilities:

- Identify yourself when you approach your customer and speak directly to them.
- Speak normally and clearly.
- Never touch your customer without asking permission, unless it's an emergency.
- If you offer assistance, wait until you receive permission.
- Offer your arm (the elbow) to guide the person and walk slowly.
- Don't touch or address service animals – they are working and have to pay attention at all times.
- If you're giving directions or verbal information, be precise and clear. For example, if you're approaching a door or an obstacle, say so.
- Don't just assume the individual can't see you.
- Don't leave your customer in the middle of a room.
- Show them to a chair or guide them to a comfortable location.
- Identify landmarks or other details to orient your customer to the environment around them.
- Don't walk away without saying good-bye.
- Be patient. Things may take a little longer.

## **WHAT YOU NEED TO KNOW ABOUT CUSTOMERS WHO ARE DEAF OR HARD OF HEARING**

People who have hearing loss may be deaf or hard of hearing.

Like other disabilities, hearing loss has a wide variety of degrees. Remember, customers who are deaf or hard of hearing may require assistive devices when communicating.

Here are some tips on serving customers who are deaf or hard of hearing:

- Always ask how you can help. Don't shout.
- Attract the customer's attention before speaking. The best way is a gentle touch on the shoulder or gently waving your hand.
- Make sure you are in a well-lighted area where your customer can see your face.
- Look at and speak directly to your customer. Address your customer, not their interpreter.
- If necessary, ask if another method of communicating would be easier, for example a pen and paper.
- Don't put your hands in front of your face when speaking.
- Be clear and precise when giving directions and repeat or rephrase if necessary. Make sure you have been understood.
- Don't touch or address service animals – they are working and have to pay attention at all times.
- Any personal (e.g., financial) matters should be discussed in a private room to avoid other people overhearing.
- Be patient. Communication for people who are deaf may be different because their first language may not be English. It may be American Sign Language (ASL).
- If the person uses a hearing aid, try to speak in an area with few competing sounds.

## **WHAT YOU NEED TO KNOW ABOUT CUSTOMERS WITH PHYSICAL DISABILITIES**

There are many types and degrees of physical disabilities, and not all require a wheelchair. People who have arthritis, heart or lung conditions or amputations may also have difficulty with moving, standing or sitting. It may be difficult to identify a person with a physical disability.

Here are some tips on serving customers who have physical disabilities:

- Speak normally and directly to your customer. Don't speak to someone who is with them.
- People with physical disabilities often have their own ways of doing things. Ask before you help.
- Be patient. Customers will identify their needs to you.
- Don't touch assistive devices, including wheelchairs, unnecessarily unless it's an emergency.
- Provide your customer information about accessible features of the immediate environment (automatic doors, accessible washrooms, etc.).
- Remove obstacles and rearrange furniture to ensure clear passage.

## **WHAT YOU NEED TO KNOW ABOUT CUSTOMERS WITH MENTAL HEALTH DISABILITIES**

People with mental health disabilities look like anyone else. You won't know that your customer has a mental health disability unless you're informed of it. And usually it will not affect your customer service at all.

But if someone is experiencing difficulty in controlling their symptoms or is in a crisis, you may need to help out. Be calm and professional and let your customer tell you how you can best help.

Here are some tips on serving customers who have mental health disabilities:

- Treat a person with a mental health disability with the same respect and consideration you have for everyone else.
- Be confident and reassuring. Listen carefully and work with your customer to meet their needs.
- If someone appears to be in a crisis, ask them to tell you the best way to help.

## **WHAT YOU NEED TO KNOW WHEN DEALING WITH CUSTOMERS WITH DISABILITIES OVER THE PHONE**

Here are some tips on serving customers with disabilities on the phone:

- Speak normally, clearly and directly.
- Don't worry about how their voice sounds.
- Concentrate on what's being said.
- Be patient, don't interrupt and don't finish your customer's sentences. Give your customer time to explain himself OR herself.
- Don't try to guess what your customer is saying. If you don't understand, don't pretend. Just ask again.
- If you're not certain what was said, just repeat or rephrase what you've heard.
- If a telephone customer is using an interpreter or a TTY line, just speak normally to the customer, not to the interpreter.
- If your customer has great difficulty communicating, make arrangements to call back when it's convenient to speak with someone else.

# **WHAT YOU NEED TO KNOW ABOUT CUSTOMERS WITH INTELLECTUAL OR DEVELOPMENTAL DISABILITIES**

People with intellectual or developmental disabilities may have difficulty doing many things most of us take for granted. These disabilities can mildly or profoundly limit one's ability to learn. You may not be able to know that someone has this disability unless you are told, or you notice the way people act, ask questions or use body language.

As much as possible, treat your customers with an intellectual or developmental disability like anyone else. They may understand more than you think, and they will appreciate you treating them with respect.

Here are some tips on serving customers who have an intellectual or developmental disability:

- Don't assume what a person can or cannot do.
- Use plain language and speak in short sentences.
- Make sure your customer understands what you've said.
- If you can't understand what's being said, don't pretend. Just ask again.
- Provide one piece of information at a time.
- Be supportive and patient.
- Speak directly to your customer, not to their companion or attendant.

## HOW TO WELCOME CUSTOMERS WITH DISABILITIES

Did you know that just over 15.5% of Ontarians have a disability? That's 1 in every 7 Ontarians and as the population ages that number will grow.

People with disabilities travel, shop and do business in your community with their friends and families, just like everyone else. By providing service that welcomes people with disabilities, you can offer better service to everyone. Treating all your customers with individual respect and courtesy is at the heart of excellent customer service.

You can broaden your customer base by welcoming everyone to your establishment or services, including customers with disabilities. By learning how to serve people with disabilities, you can improve your service to everyone.

Here are some ways you can provide better service to your customers with disabilities:

- Treat people with disabilities with the same respect and consideration you have for everyone else.
- Patience, optimism, and a willingness to find a way to communicate are your best tools.
- Smile, relax, and keep in mind that people with disabilities are just people.
- Don't make assumptions about what type of disability or disabilities a person has.
- Some disabilities are not visible. Take the time to get to know your customers' needs.
- Be patient. People with some kinds of disabilities may take a little longer to understand and respond.
- If you're not sure what to do, ask your customer, "May I help you?"
- If you can't understand what someone is saying, just politely ask again.
- Ask before you offer to help — don't just jump in.
- Your customers with disabilities know if they need help and how you can provide it.
- Find a good way to communicate. A good start is to listen carefully.
- Look at your customer, but don't stare. Speak directly to a person with a disability, not to their interpreter or someone who is with them.
- Use plain language and speak in short sentences.

- Don't touch or address service animals – they are working and have to pay attention at all times.
- Ask permission before touching a wheelchair or a piece of equipment.
- Every business **should** have emergency procedures for customers with disabilities. Make sure you know what they are.

## **WHAT YOU NEED TO KNOW ABOUT CUSTOMERS WITH SPEECH OR LANGUAGE IMPAIRMENTS**

Some people have problems communicating. It could be the result of cerebral palsy, hearing loss, or another condition that makes it difficult to pronounce words, causes slurring or stuttering, or not being able to express oneself or understand written or spoken language. Some people who have severe difficulties may use communication boards or other assistive devices.

Here are some tips on serving customers with speech or language impairments:

- Just because a person has one disability doesn't mean they have another. For example, if a customer has difficulty speaking; don't assume they have an intellectual or developmental disability as well.
- If you don't understand, ask your customer to repeat the information.
- If you are able, ask questions that can be answered 'yes' or 'no'.
- Be patient and polite and give your customer whatever time he/she needs to get his/her point across.
- Don't interrupt or finish your customer's sentences.
- Wait for them to finish.
- Patience, respect and a willingness to find a way to communicate are your best tools.

## **WHAT YOU NEED TO KNOW WHEN VISITING OR DELIVERING TO YOUR CUSTOMERS WITH DISABILITIES AT HOME**

Here are some tips on serving customers with disabilities at home:

- Don't arrive unexpectedly, and confirm the details before you arrive.
- Be patient. You may need to wait a few moments for your customer to open the door.
- Introduce yourself clearly. Some customers may not be able to read identity cards and may instead have a password. Check before you visit.
- Keep your customer up to date on what you're doing.
- If you need to move some of your customer's possessions, make sure that you leave their house exactly as when you arrived. For example, you don't want someone with a vision disability to trip because you moved the sofa.
- If you can't complete the job, clearly explain what will happen next. Make another appointment and leave a contact number in case there are problems.

# WHAT YOU NEED TO KNOW ABOUT CUSTOMERS WHO HAVE LEARNING DISABILITIES

Learning disabilities can result in a host of different communications difficulties for people. They can be subtle, as in having difficulty reading, or more pronounced, but they can interfere with your customer's ability to receive, express or process information. You may not be able to know that someone has one of these disabilities unless you are told, or you notice the way people act, ask questions or use body language.

Here are some tips on serving customers with learning disabilities:

- Patience and a willingness to find a way to communicate are your best tools.
- When you know that someone with a learning disability needs help, ask how you can best help.
- Speak normally and clearly, and directly to your customer.
- Take some time — people with some kinds of learning disabilities may take a little longer to understand and respond.
- Try to find ways to provide information in a way that works best for them. For example, have a paper and pen handy.
- If you're dealing with a child, be patient, encouraging and supportive.
- Be courteous and patient and your customer will let you know how to best provide service in a way that works for them.

# Accessibility for Ontarians with Disabilities Act

## Questionnaire

1. Match the following statements:

- |                     |  |
|---------------------|--|
| a. AODA             | 1. One of the four principles of Accessible Customer Service |
| b. Dignity          | 2. A combination of vision and hearing loss                  |
| c. Assistive Device | 3. Accessibility for Ontarians with Disabilities Act         |
| d. Deaf-Blind       | 4. ASL Interpreter   |

2. Circle the right answer:

Physical disabilities are always visible. True or False

People with learning disabilities generally have average to above average intelligence. True or False

If I encounter a person with a hearing disability I should speak slowly and loudly. True or False

You can usually tell if a person has a disability and determine what they can manage to do. True or False

If I think that a person has a disability of some kind, I should ask how I can help. True or False

It's okay to talk to a service animal you just can't touch them. True or False

Pick the best answer from the list given:

The four principles of Accessible Customer Service are:

- a) Equal Opportunity, Independence, Dignity and Integration
- b) Special Attention, Admiration, Praise and Appreciation
- c) Accessible, Fast, Standardized, Simplified

A person with a learning disability cannot:

- a) Be employed
- b) Understand simple directions
- c) Read
- d) None of the above

A person with a physical disability:

- a) Will always have an accessible parking permit
- b) May have periods of reduced mobility, depending on the condition
- c) Will always use a wheelchair, scooter, cane or scooter to get around

Asthma, Diabetes, HIV/AIDs and environmental sensitivities are:

- a) Not really disabilities. Just diseases a person needs to live with.
- b) Disabilities that impact how a person lives day to day
- c) Not a disability as defined in the AODA

Accessible Customer Service means that I have to:

- a) Determine who is disabled and how I have to serve them
- b) Provide notice if a service is going to be unavailable
- c) Learn how to communicate in sign language
- d) All of the above

A person who has informed me that they have manic-depression can be called:

- a) A mentally ill person
- b) A mental patient
- c) Insane
- d) A person with a mental health disability, or a person with manic-depression.



## Schedule B

Document for Notifying the Public  
About Disruptions in Service



# NOTICE OF DISRUPTION

Type of Disruption \_\_\_\_\_

Reason for Disruption \_\_\_\_\_

Duration of Disruption \_\_\_\_\_

Alternative facilities or services \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



## Schedule C

Invitation for Feedback on the Provision of Goods or  
Services to People with Disabilities & Availability of Policy



We want to hear from you!

We strive to improve accessibility for our  
Customers with disabilities.

We welcome your feedback.

To share your comments, request a feedback form  
or request a copy of our accessibility policy....

Please call 705-776-2641

or email [officeclerk@bonfieldtownship.org](mailto:officeclerk@bonfieldtownship.org)

Thank you,

The Corporation of the Township of Bonfield



## Schedule D

Document for Obtaining Feedback

### Customer Feedback Form

Thank you for visiting The Corporation of the Township of Bonfield and/or website.

We value all of our customers and strive to meet everyone's needs. Let us know how we did in serving you.

**Please indicate which Township of Bonfield facility you visited.**

- Municipal Office**
- Public Library**
- Medical Centre**
- Fire Department**
- Parks \_\_ Centennial \_\_ Kaibuskong \_\_ Rutherglen \_\_ Covered Rink Building**
- Public Works**
- Website**

**Please tell us the date and time of your visit (yyyy-mm-dd) )hh:mm)**

**Did we respond to your customer service needs?**

- Yes**
- No**

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

- Yes**
- No**
- Somewhat**

**If you answered somewhat or no, please explain below.**

**Contact Information: Name and telephone number**

**Email Address**



## Schedule E

### Document for Addressing Customer Feedback

Date feedback received: Name of customer [optional]:

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Contact information (if appropriate):

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Details:

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Follow-up:

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Action to be taken:

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Staff member: \_\_\_\_\_

Date: \_\_\_\_\_