

CORPORATE POLICY

POLICY NO. 01-03-01	DEPARTMENT Administration
SUBJECT Accessibility – Customer Service Standard	EFFECTIVE DATE March 22, 2010
APPROVED BY By-law No. 572-2010	PAGES 1 OF 3
REPLACING/AMENDING NEW	DATE March 22, 2010

POLICY STATEMENT

It is the policy of The Municipality of Oliver Paipoonge that citizens with disabilities achieve accessibility to the provision of goods and services by the Municipality to this community, consistent with the principles of independence, dignity, integration and equality of opportunity as set out in the regulations of *The Accessibility for Ontarians with Disabilities Act, 2005*.

PURPOSE

The purpose of this Policy is to recognize the Municipality’s obligation to facilitate the implementation of the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA), and all regulations pursuant to the Act.

PRINCIPLE

Guide Dogs, Service Animals

If a person with a disability is accompanied by a guide dog or other service animal, the Municipality will permit the person to enter the premises with the animal and keep it with him or her, unless the animal is otherwise excluded by law from the premises. If the service animal or guide dog is excluded by law from the premises, the Municipality will look to other available measures to enable the person with a disability to obtain, use or benefit from the Municipality’s goods and services.

“Service Animal” is:

- An animal which is specially trained to assist an individual with disabilities.
- An animal is a “Service Animal” if it is readily apparent that the animal is used by a person with a disability for reasons relating to his or her disability, for example a guide dog wearing a harness.
- If it is not readily apparent that the animal is a Service Animal, then a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability is required.

Support Persons

If a person with a disability is accompanied by a support person, they are permitted to enter the premises together and are not prevented from having access to each other while on the premises. The Municipality may require a person with a disability to be accompanied by a support person while on its 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.

“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.
- May be a paid professional, a volunteer, a family member or a friend

Where fees for goods and services are advertised or promoted by the Municipality, it will provide advance notice of the amount payable, if any, in respect of the support person.

Disruption of Services

If there is a temporary disruption in a particular facility or service used to allow a person with a disability to access goods or services, the Municipality will give notice of the disruption to the public.

Feedback Process

The Municipality will have a mechanism to allow the public to provide feedback on the accessibility of the provision of goods and services.

Assistive Devices

If a person with a disability requires assistive devices to access goods or services of the Municipality, they are allowed to use such devices.

Training

The Municipality will provide training, to its staff and volunteers, about the provision of its goods and services to persons with disabilities. All Municipal will also provide ongoing training with respect to changes in its policies, practices, and procedures to those individuals who require such training as soon as practicable. The Municipality will keep records of the training provided.

Agents and contractors of the Municipality of Oliver Paipooonge who deal with the public during their work for the Municipality will provide proof of ‘Accessibility Awareness’ training (as part of their contractual agreement with the Municipality) prior to their work for the Municipality.