

**NAME** - ACCESSIBLE CUSTOMER SERVICE POLICY

**DATE OF ADOPTION** - Council – March 23, 2009

**COUNCIL MINUTE NO.** - 2009.5.18

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DATE \_\_\_\_\_

MINUTE NO. \_\_\_\_\_



## **ACCESSIBLE CUSTOMER SERVICE POLICY**

### **Providing Goods and Services to People with Disabilities**

#### **Our Commitment**

Loyalist Township strives at all times to provide its goods and services in a way that respects the dignity and independence of all people. Loyalist Township is also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

#### ***Exclusion***

This Accessibility Customer Service Policy shall not apply during any period where the Reeve, or the Reeve's designate has declared a "State of Emergency" as defined under the **Emergency Management Act**.

### **Providing Goods and Services to People with Disabilities**

Loyalist Township will provide goods and services to people with disabilities, with particular consideration to the following areas:

#### **Communication**

Loyalist Township will communicate with people with disabilities in ways that take into account their disability. Staff who communicate with customers will be trained on how to interact and communicate with people with various types of disabilities.

Loyalist Township is committed to providing fully accessible telephone service to our customers. Staff will be trained to communicate with customers over the telephone in clear and plain language, to speak clearly and slowly and to tailor their responses as much as possible in support of the individual.

Loyalist Township will offer to communicate with customers by other means, including relay service or e-mail, if telephone communication is not suitable to their communication needs or is not available.

## **Assistive Devices**

Loyalist Township is committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. Staff will be trained and become familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

Loyalist Township will also ensure that staff know how to use the assistive devices which are available on our premises, including electronic door openers.

### **City of Kingston Accessibility Policies – re Busing**

Loyalist Township contracts busing through the City of Kingston. Loyalist Township will adhere to the accessibility policies adopted by the City of Kingston (*to be available later in 2009*) as they relate to busing. When these policies and procedures are available they will be adopted and form part of the Loyalist Township “Accessible Customer Service Best Practices and Procedures”.

## **Correspondence, invoices and other documentation**

Loyalist Township is committed to providing accessible information to all of our customers.

For this reason, correspondence, invoices and other documentation will be provided in large print or by e-mail, **upon request**.

Loyalist Township may provide a document, or information contained in a document, in a format that takes into account the person’s disability. Loyalist Township and the person with a disability may agree upon the format to be used for the document or information.

Any questions customers may have about the content of a document will be answered in person, by telephone or e-mail.

## **Use of Service Animals and Support Persons**

### **Service Animals**

Loyalist Township is committed to welcoming people with disabilities who are accompanied by a service animal, in the areas of our premises that are open to the public and other third parties. All staff, volunteers and others dealing with the public will be properly trained in how to interact with people with disabilities who are accompanied by a service animal.

An animal is a service animal for a person with a disability:

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

### **Support Person**

Loyalist Township is 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 Loyalist Township's buildings 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 Township premises.

A "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.

No admission will be charged to the support person for admission to Loyalist Township Recreation Facilities. There will not be a user charge for a support person who is assisting a disabled person onto or off of the Amherst Island ferry.

Loyalist Township will recommend to groups that manage buildings and/or events under the auspices of the municipality (i.e. Friends of Fairfield - Fairfield House, Bath Canada Day Committee – Bath Canada Day events, AIMS - Neilson Store Museum, Bath Museum Committee – Bath Museum) adopt a similar policy and not charge a support person who is accompanying a person with a disability

Customers will be informed of this policy by a notice that will be posted at each building or on the ferry and on Loyalist Township's website.

## **Notice of Disruption in Service**

Loyalist Township will provide customers 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.

Notice may be given by posting the information at a conspicuous place on premises owned or operated by Loyalist Township, by posting it on the Loyalist Township's website or by such other method as is reasonable in the circumstances.

## **Training**

Loyalist Township will provide training to:

- Every person who participates in developing the policy, practices and procedures under Ontario Regulation 429/07 – Accessibility Standards for Customer Service
- Every person who deals with the public on behalf of Loyalist Township, including 3<sup>rd</sup> parties, i.e. employees, agents and volunteers
- Current employees, volunteers and others who deal with the public or other third parties on their behalf will receive training by January 1, 2010
- all those who are involved in the development and approvals of customer service policies, practices and procedures will receive training by January 1, 2010
- Members of Loyalist Township Council will receive this training by January 1, 2010
- New employees, volunteers, management, etc. shall receiving training as soon as “practicable”, after commencing duties.
- Agents working on various projects for the municipality and who have been approved by successful tender shall be responsible for providing their own training to meet the requirements of Ontario Regulation 429/07

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 automatic door openers at Loyalist Township's premises

- What to do if a person with a disability is having difficulty in accessing Loyalist Township's goods and services
- Loyalist Township's policies, practices and procedures relating to the customer service standard.

Staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

## **Training Records**

Training records shall be kept, including the dates when the training is provided, number of individuals to whom the training was provided and the signature of all those individuals trained on a particular date.

## **Feedback Process**

The ultimate goal of Loyalist Township is to meet and surpass customer expectations while serving all people, including those with disabilities. Comments regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way Loyalist Township provides goods and services to people with disabilities can be made by using a feedback form, by mail, e-mail, or verbally. All feedback should be directed to the Township Clerk. Customers can expect a response within thirty (30) days.

## **Modifications to This or Other Policies**

Loyalist Township is 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 Loyalist Township that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

## **Questions About This Policy**

This policy exists to achieve service excellence to customers with disabilities.

If anyone has a question about this policy, or if the purpose of this policy is not understood, inquiries should be referred to the Township Clerk for Loyalist Township.

**ACCESSIBLE CUSTOMER SERVICE**  
**FEEDBACK FORM**



**Providing Goods and Services  
to People with Disabilities**

Thank you for visiting Loyalist Township. We value all of our customers and strive to meet everyone's needs.

Please tell us the date and time of your visit: \_\_\_\_\_

Staff Member, Department or Service Location you visited:

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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 goods and services?

YES (please explain below)                       SOMEWHAT (please explain below)  
 NO

Please add any other comments you may have:

Contact information (optional): \_\_\_\_\_





## **ACCESSIBLE CUSTOMER SERVICE**

### ***Best Practices and Procedures***



## **COMMUNICATION**

### **Talk About Disabilities - Choose the Right Word**

Words can influence and reinforce the public's perception of people with disabilities. They can create either a positive view of people with disabilities or an indifferent, negative depiction.

Here are some general tips that can help make your communication and interactions with or about people with all types of disabilities more successful.

- Use *disability* or *disabled*, not *handicap* or *handicapped*.
- Never use terms such as *retarded*, *dumb*, *psycho*, *moron* or *crippled*. These words are very demeaning and disrespectful to people with disabilities.
- Remember to put people first. It is proper to say *person with a disability*, rather than *disabled person*.
- If you don't know someone or if you are not familiar with the disability, it's better to wait until the individual describes his/her situation to you, rather than to make your own assumptions. Many types of disabilities have similar characteristics and your assumptions may be wrong.

The following preferred words and phrases will help you choose language that is neither demeaning nor hurtful. People with disabilities prefer these terms.

<b>Instead of</b>	<b>Please use</b>
Afflicted by cerebral palsy, multiple sclerosis, arthritis, etc.	Person who has cerebral palsy. Person who has multiple sclerosis. Person who has arthritis, etc. Person with a disability.
Aged (the)	Seniors
Autistic	A person with autism. A person who has autism.
Birth Defect, congenital defect, deformity	A person who has a congenital disability. A person with a disability since birth.

INSTEAD OF:	PLEASE USE:
Blind (the), visually impaired (the)	<p>A person who is blind.  A person with a vision disability.  A person with vision loss.  A person with a visual impairment  A person with low vision.</p>
Brain damaged	<p>A person with a brain injury.  A person with a head injury.</p>
Confined to a wheelchair, wheelchair bound	<p>A person who uses a wheelchair.</p>
Crazy, insane, lunatic, psycho, mental, mental patient, maniac, neurotic, psychotic, unsound mind, schizophrenic	<p>A person with a mental health disability. A person who has depression.  A person with schizophrenia.</p>
Cripple, crippled, lame	<p>A person with a disability.  A person with a mobility impairment or, more specifically, a person who walks with crutches.  A person who uses a walker.  A person who uses a mobility aid.  A person with arthritis, etc.</p>
Deaf (the), hearing impaired (the)	<p>A person who is deaf (person with profound hearing loss who communicates using sign language.)  A person who is deafened (deaf later in life.)  A person who is hard of hearing (person with hearing loss who communicates primarily by speech.)  A person with a hearing loss.  When referring to the deaf community and their culture (whose preferred mode of communication is sign language) it is acceptable to use "the Deaf."</p>
Deaf and dumb, deaf mute	<p>A person who is deaf without speech.</p>
Differently Abled	<p>A person with a disability.</p>
Disabled (the)	<p>People with disabilities.</p>
Elderly (the)	<p>Seniors, older adults.</p>
Epileptic	<p>Person who has epilepsy.</p>
Fits, spells, attacks	<p>Seizures.</p>
Handicapped (the)	<p>Person with a disability.</p> <p>The term handicapped may be used when referring to an environmental or attitudinal barrier as in "a person who is handicapped by a set of stairs leading to the entrance."</p>
Hidden disability	<p>Non-visible disability.</p>
Invalid	<p>Person with a disability.</p>

INSTEAD OF:	PLEASE USE:
Learning disabled, learning disordered, the dyslexics	A person with a learning disability or people with learning disabilities
Mentally retarded, idiot, simple, retarded, feeble minded, imbecile	A person with an intellectual disability. A person with a developmental disability.
Midget, Dwarf	A person of short stature. A person who has a form of dwarfism. A little person. A person diagnosed with "Achondroplasia, SED, or whatever their specific diagnosis is", a form of dwarfism.
Mongoloid, Mongolism	Person with Down Syndrome. One can use this terminology only when it is directly relevant. A person with an intellectual or developmental disability.
Normal	Person who is not disabled. Person who is able bodied. Specifically, a person who is sighted, a hearing person, a person who is ambulatory.
Patient	Person with a disability. The word patient may be used when referring to a relationship between and medical professional and a client.
Physically challenged	Person with a physical disability.
Spastic	Person who has muscle spasms.
Stutterer	A person with a speech impairment or impediment.
Victim of/suffers from/ stricken with cerebral palsy, multiple sclerosis, arthritis, etc.	Person who has cerebral palsy. Person who has multiple sclerosis, etc. Person with a disability.
Visually impaired (the)	A person with a visual impairment. A person with low vision. A person with vision loss. A person with a vision disability.

**PHYSICAL** disabilities include a range of functional limitations from minor difficulties in moving or coordinating one part of the body, through muscle weakness, tremors, and paralysis. Physical disabilities can be congenital such as Muscular Dystrophy; or acquired, such as tendonitis. A physical disability may affect an individual's ability to:

- Perform manual tasks such as holding a pen, turning a key or grip a door knob
- Move around independently
- Control the speed or coordination of movements
- Reach, pull or manipulate objects
- Have strength or endurance

### **Best practices and procedures for Customer Service:**

There are many types and degrees of physical disabilities, and not all require a wheelchair. 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 way of doing things. Ask before you help.
- Wheelchairs and other mobility devices are part of a person's personal space, don't touch, move or lean on them
- Provide your customer information about accessible features of the immediate environment (automatic doors, accessible washrooms, etc.)
- Keep ramps and corridors free of clutter
- If a counter top is too high or wide, step around it to provide service
- Provide seating for those that cannot stand in line
- Be Patient. Customers will identify their needs to you



**HEARING** loss can cause problems in distinguishing certain frequencies, sounds or words. A person who is deaf, deafened or hard-of hearing may be unable to:

- Use a public telephone
- Understand speech in noisy environments
- Pronounce words clearly enough to be understood by strangers

**Best practices and procedures for Customer Service:**

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 service customers who are deaf or hard of hearing:

- Attract the customer's attention before speaking. The best way is a gentle touch on the shoulder or gently waving your hand
- Always ask how you can help. Don't shout. Speak clearly
- Be clear and precise when giving directions, and repeat or rephrase if necessary. Make sure you have been understood
- Face the person and keep your hands and other objects away from your face and mouth
- Deaf people may use a sign language interpreter to communicate – always direct your attention to the Deaf person – not the interpreter
- Any personal (e.g. financial) matters should be discussed in a private room to avoid other people overhearing
- If the person uses a hearing aid, try to speak in an area with few competing sounds
- If necessary, write notes back and forth to share information
- Don't touch service animals – they are working and have to pay attention at all times

**DEAF-BLINDNESS** is a combination of hearing and vision loss. The result for a person who is deaf-blind is significant difficulty accessing information and performing daily activities. Deaf-blindness interferes with communication, learning, orientation and mobility. People who are deaf-blind communicate using various sign language systems, Braille, telephone devices, communication boards and any combination thereof. Many people who are deaf-blind use the services of an Intervener who relay information and facilitate auditory and visual information and act as a sighted guides.

### **Best practices and procedures for Customer Service:**

Most people who are deaf-blind will be accompanied by an intervener, a professional who helps with communicating.

Interveners are trained in special sign language that involves touching the hands of the client in a two-hand, manual alphabet or finger spelling, and may guide and interpret for their client.

Here are some tips on serving customers who are deaf-blind:

- Do not assume what a person can or cannot do. Some people who are deaf-blind have some sight or hearing, while others have neither.
- A customer who is deaf-blind is likely to explain to you how to communicate with them or give you an assistance card or a note explaining how to communicate with them
- Do not touch or address the service animals – they are working and have to pay attention at all times
- Never touch a person who is deaf-blind suddenly or without permission unless it's an emergency
- Understand that communication can take some time – be patient.
- Direct your attention to your customer, not the Intervener.



**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 loss can result in:

- Difficulty reading or seeing faces
- Difficulty maneuvering in unfamiliar places
- Inability to differentiate colours or distances
- A narrow field of vision
- The need for bright light, or contrast
- Night blindness

### **Best practices and procedures for Customer Service:**

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 service animal or white cane.

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

- Verbally identify yourself before making physical contact
- If the person uses a service animal – do not touch or approach the animal – it is working.
- Verbally describe the setting, form, location as necessary
- Offer your arm to guide the person. Do not grab or pull.
- Never touch your customer without asking permission, unless it is a emergency
- Don't leave your customer in the middle of a room. Show them to a chair, or guide them to a comfortable location
- Don't walk away without saying good-bye



**INTELLECTUAL** disabilities affect a person's ability to think and reason. It may be caused by genetic factors such as Down's Syndrome, exposure to environmental toxins, such as Fetal Alcohol Syndrome, brain trauma or psychiatric disorders. A person with an intellectual disorder may have difficulty with:

- Understanding spoken and written information
- Conceptual information
- Perception of sensory information
- Memory

**Best practices and procedures for Customer Service:**

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 clean, simple language
- Be prepared to explain and provide examples regarding information
- Remember that the person is an adult and unless you are informed otherwise, can make their own decisions
- Be patient and verify your understanding
- If you can't understand what is being said, don't pretend. Just ask again
- Provide one piece of information at a time
- Speak directly to your customer, not to their companion or attendant

**SPEECH** disabilities involve the partial or total loss of the ability to speak. Typical disabilities include problems with:

- Pronunciation
- Pitch and loudness
- Hoarseness or breathiness
- Stuttering or slurring

**Best practices and procedures for Customer Service:**

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:

- If possible, communicate in a quiet environment
- Give the person your full attention. Don't interrupt until they finish their sentence.
- Ask them to repeat as necessary, or to write their message.
- If you are able, ask questions that can be answered 'yes' or 'no'
- Verify your understanding
- Patience, respect and willingness to find a way to communicate are the best tools

**LEARNING** disabilities include a range of disorders that effect verbal and non-verbal information acquisition, retention, understanding and processing. People with a learning disability have average or above average intelligence, but take in and process information and express knowledge in different ways. Learning disabilities can result in:

- Difficulties in reading
- Problem solving
- Time management
- Way finding
- Processing information.

**Best practices and procedures for Customer Service:**

- Learning disabilities are generally invisible and ability to function varies greatly – respond to any requests for verbal information, assistance in filling in forms and so on with courtesy.
- Allow extra time to complete tasks if necessary.

**MENTAL HEALTH** disabilities include a range of disorders however there are three main types of mental health disability:

- Anxiety
- Mood
- Behavioral

People with mental health disabilities may seem edgy or irritated; act aggressively; be perceived as pushy or abrupt; be unable to make decision; start laughing or get angry for no apparent reason.

**Best practices and procedures for Customer Service:**

- Treat each person as an individual. Ask what would make him/her the most comfortable and respect his/her needs to the maximum extent possible.
- Try to reduce stress and anxiety in situations.
- Stay calm and courteous, even if the customer exhibits unusual behavior, focus on the service they need and how you can help.

**SMELL** disabilities can involve the inability to sense smells or a hypersensitivity to odours and smells. A person with a smelling disability may have allergies to certain odours, scents or chemicals or may be unable to identify dangerous gases, smoke, fumes and spoiled food.

**TOUCH** disabilities can affect a person's ability to sense texture, temperature, vibration to pressure. Touch sensations may be reduced or heightened resulting in a hypersensitivity to touch, temperature, or the opposite, numbness and the inability to feel touch sensations

**TASTE** disabilities can limit the experience of the four primary taste sensations; sweet, bitter, salty and sour. A person with a taste disability may be unable to identify spoiled food or noxious substances.

**OTHER** disabilities result from a range of other conditions, accidents, illnesses and diseases including ALS, asthma, diabetes, cancer, HIV/AIDs, environmental sensitivities, seizure disorders, heart disease, stroke and joint replacement.

Disabilities are not always visible or easy to distinguish.

## **ASSISTIVE DEVICES**

The term “assistive devices” refers to an auxiliary aid such as communication aids, cognition aids, personal mobility aids and medical aids (i.e. canes, crutches, wheelchairs, or hearing aids). The following assistive aids are available through Loyalist Township:

### 1. Accessible Telephone Service

If enquiries for telephone services are received for hearing impaired or vision impaired individuals, please refer them to Bell Canada. Teletype (TTY) is older technology and the municipality will not be purchasing any equipment for this purpose.

The Bell Relay Service operator is available to assist in placing or receiving calls to/from persons who use a TTY/teletypewriter. The operator will also assist in placing VCO (Voice Carry Over) and HCO (Hearing Carry Over) calls. VCO mode allows a person with a hearing disability to speak directly to the other party. HCO mode allows a person with a speech disability to hear the other party. There is no charge for local calls.

Information regarding this service is provided in the local telephone book under “Special Needs”.

### 2. Electronic Door Openers

- a) Locations:
- i) Amherstview Community Hall, 108 Amherst Drive, Amherstview
  - ii) Bath Fire Hall, 241 Church Street, Bath
  - iii) W.J. Henderson Recreation Centre, 322 Amherst Drive, Amherstview

The electronic door openers located at the W.J. Henderson Recreation Centre and the Bath Fire Hall must be turned on at the beginning of the work day when the buildings are open and turned off when the buildings are not occupied.

The motor in the electronic door openers at these locations will continue to run if they are pressed when locked and not turned off.

b) Location: Odessa Municipal Offices, 263 Main Street, Odessa

The electronic door openers located at the Odessa Municipal Offices do not have an off/on switch. These motors will not continue to run if pressed when the doors are locked.

The electronic door openers do not have to be turned on in the morning or switched off when the building is not occupied.

3. Accessible Parking and Accessible Ramps

*(further information contained in the Loyalist Township zoning by-law and site plan guidelines)*

a) Accessible Parking

The accessible parking places for all municipal buildings should be connected or integrated with a barrier-free path of travel, shall be painted blue and marked by an identifying marking consisting of the International Symbol for the disabled.

Wherever possible, the accessible path of travel shall be designed to avoid entering the vehicular routes and drives and be part of the shortest accessible route to the building or facility entrance.

**The accessible parking places shall be cleared of snow as soon as practicable.**

c) Accessible Ramps

**Accessible ramps at all municipal building locations shall be cleared of snow as soon as practicable.**



#### 4. Loyalist Township Website

The Loyalist Township Website supports screen reading software. A screen reader is a software application that attempts to identify and interpret what is being displayed on the screen. This interpretation is then re-presented to the user with text-to-speech, sound icons or a Braille output device. Screen readers are a form of assistive technology useful to people who are blind, visually impaired, illiterate or learning disabled.

When adding new information to the website, consideration should be given to:

- a) including a brief description for all pictures since the image description is read out loud by the program.



*( a picture of a little boy wearing a blue bathing suit with a red/yellow life jacket and jumping into the water)*

- b) making links descriptive of the destination they point towards. (*i.e.* <http://www.loyalisttownship.ca/business-pdreview> rather than <http://www.loyalisttownship.ca/node/167>)

#### 5. Municipal Elections

Municipalities must meet or exceed the accessibility requirements of the Municipal Elections Act and the barrier-free design requirements of the Ontario Building Code when addressing the accessibility of municipal voting facilities.

When making arrangements for municipal elections, The Township Clerk:

- a) Will provide election materials in accessible formats;
- b) Shall make such changes to some or all of the ballots as considered necessary or desirable to allow electors with visual impairments to vote without assistance;
- c) Shall have regard to the needs of the electors with disabilities when choosing a location for a voting location;



- d) Shall instruct a Deputy Returning Officer to attend on an elector anywhere within the area designated as the voting place, in order to allow a person with a disability to vote.

Municipal candidates must provide candidate materials in accessible formats.

6. Busing – City of Kingston

Since Loyalist Township contracts busing through the City of Kingston, it will adhere to any accessibility procedures adopted by the City of Kingston (*to be available later in 2009*) which relate to assistive devices on buses. When these policies are available they will be adopted and form part of the Loyalist Township “Accessible Customer Service Best Practices and Procedures” document.



7. Council Meetings and Committee Meetings held in the Council Chambers

The Council Chambers is equipped with microphones for each member of Council/Committee and one for questions/delegations from the floor.

The microphones should be turned on for each public meeting to assist the hearing impaired, if required.



## **USE OF SERVICE ANIMALS AND SUPPORT PERSONS**

Service animals, such as guide dogs, offer independence and security to many people with various disabilities. Some laws generally prohibit animals in certain areas (such as food preparation areas) however service animals are permitted in most public situations.

Support people assist people with disabilities in a variety of ways, by assisting with communication such as an intervener sign language interpreter, or as a Personal Support Worker providing physical assistance. A support person may also be a friend or relative that will assist and support the customer.

- Every employee shall use reasonable efforts to allow persons with disabilities to use their own assistive devices to access goods and/or services
- Every employee shall allow persons with disabilities to be accompanied by their guide dog or service animal unless the animal is excluded by law. Where an animal is excluded by law from the premises, the reason why the animal is excluded shall be explained to the persons with disabilities. Other reasonable arrangement to provide goods and services shall be explored with the assistance of the person with the disability.
- When a service animal is unruly or disruptive (jumping on people, biting, or other harmful behaviour) an employee may ask the person with the disability to remove the animal from the area or refuse access to goods or services. Other reasonable arrangements to provide goods or services shall be explored with the assistance of the person with the disability.
- Persons with disabilities may be accompanied by their support person while accessing goods and/or services.



## **NOTICE OF DISRUPTION IN SERVICE**

### 1. Temporary Disruption in service

It is possible that from time to time there may be disruptions in service. If a disruption of service is planned, and expected, it is important to provide reasonable notice.

People with disabilities may often go to a lot of trouble to access services, such as booking transportation or arranging a ride. By providing notice, you can save that person an unnecessary trip.

Notice may be given by posting the information at a conspicuous place on premises owned or operated by Loyalist Township, by posting it on the municipality's website or by such other method as is reasonable in the circumstances.

### 2. Unexpected Disruption in Service

In the event of an unexpected disruption in service, notice may be provided in a variety of ways and will be done as quickly as possible.

In the event of a service disruption, alternative methods of service may be considered and those impacted by service interruptions shall be informed of any alternative methods.