		<p align="center">CORPORATE POLICY MANUAL</p> <p align="center">Policy No: COR-0107</p> <p align="center">Effective Date: 21/09/2009 Amended Date: 03/12/2012</p>
<i>SUBJECT</i>	Accessibility Policy	
<i>Department/Category</i>	All Departments	
<i>Related Documents</i>	Accessibility for Ontarians with Disabilities Act, 2005 Ontario Regulation 429/07 (Customer Service Standard), Ontario Regulation 191/11 (Integrated Accessibility Standards Regulation)	

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Reasonable efforts will be made to ensure the following:

1. That goods and services be provided in a manner that respects the dignity and independence of people with disabilities.
2. The provision of goods and services to people with disabilities, and others, will be integrated unless an alternate measure is necessary, whether temporarily or permanently, to enable a person with a disability to obtain, use or benefit from the goods and services.

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Adopted by Council on: (21/09/2009)

Amended by Council on: (03/12/2012)

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Ministry of Community and Social Services

Adopted by Council on: (21/09/2009)

Amended by Council on: (03/12/2012)

		<p align="center">CORPORATE POLICY MANUAL</p> <p align="center">Policy No: COR-0107</p> <p align="center">Effective Date: 21/09/2009 Amended Date: 03/12/2012</p>
<i>SUBJECT</i>	Accessibility Policy	
<i>Department/Category</i>	All Departments	
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Adopted by Council on: (21/09/2009)

Amended by Council on: (03/12/2012)

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<i>Department/Category</i>	All Departments	
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Ministry of Community and Social Services

Adopted by Council on: (21/09/2009)

Amended by Council on: (03/12/2012)

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<i>SUBJECT</i>	Accessibility Policy	
<i>Department/Category</i>	All Departments	
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Adopted by Council on: (21/09/2009)

Amended by Council on: (03/12/2012)

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Ministry of Community and Social Services

Adopted by Council on: (21/09/2009)

Amended by Council on: (03/12/2012)

		<p align="center">CORPORATE POLICY MANUAL</p> <p align="center">Policy No: COR-0107</p> <p align="center">Effective Date: 21/09/2009 Amended Date: 03/12/2012</p>
<i>SUBJECT</i>	Accessibility Policy	
<i>Department/Category</i>	All Departments	
<i>Related Documents</i>	Accessibility for Ontarians with Disabilities Act, 2005 Ontario Regulation 429/07 (Customer Service Standard), Ontario Regulation 191/11 (Integrated Accessibility Standards Regulation)	

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Support Persons

Support person means a person who accompanies a person with a disability in order to help with communication, mobility, personal care or medical needs or with access to goods or services.

The Township will allow people with disabilities to be accompanied by a support person in all Township owned and operated public facilities. The Township reserves the right to request the person with a disability be accompanied by a support person, in the event that it is considered necessary to protect the health and safety of the person with a disability or others on the premises.

The Township will waive admission fees for support persons who accompany a person with a disability, into facilities where admission is charged.

Member of public should notify a staff member the presence of the support person.

Admission fees will be waived for the support person.

If there is confidential information to be disclosed, consent must be received from the person with the disability.

Feedback Process

The Township will accept feedback from members of the public relating to the provision of accessible services provided by the Township. Should a member of the public wish to provide feedback, they may do so by:

1. Sending an email
2. Writing a letter
3. Making a phone call
4. Submitting an electronic feedback form (if this is available).

The public is encouraged to submit feedback directly to the staff member involved in the service. Feedback can also be send directly to the Clerk.

1. If a staff member receives feedback from a member of the public they should:
2. Notify their Manager and the Clerk
3. The information to be provided by the member of the public should include their personal contact information, the date, a description of the complaint, and what the member of the public requests to resolve the complaint.
4. The department manager will attempt to resolve the complaint in a timely manner, with the assistance of the Clerk.
5. The member of the public will be contacted once a resolution has been reached.
6. Staff response should include: an explanation of how we will implement the suggestion, a response indicating further investigation or an explanation as to why we are unable to implement the suggestion.

All feedback and any resolutions should be recorded and forwarded to the Department Head and the Clerk.

Service Disruption

If a temporary disruption of service is planned, the Township will give notice of the disruption.

The notice must:

1. Include the reason for the disruption
2. The anticipated duration
3. If alternate facilities or services are available, and their description.

Notice will be given by posting the information in a conspicuous place on premises as well as by posting it on the Township website.

If the Township website should expect a temporary service disruption, advance notice where possible, will be provided on the website.

Service Animals

A service animal is defined as either:

1. A “guide dog,” as defined in section 1 of the Blind Persons Rights’ Act; or
2. A “service animal” for a person with a disability. For the purpose of this policy, an animal is a service animal for a person with a disability.

Service animals are identified in the following ways:

1. It must be readily apparent that the animal is used by the person for the reasons relating to his or her disability; or
2. A letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

The Township will allow service animals into all Township owned or operated facilities. Service animals will be allowed to accompany a person with a disability to allow them to access facilities and services.

If a service animal is excluded by law from the premises, we will 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.

Alternate Formats

The Township will provide alternate formats of information to members of the public upon request.

If a member of the public requests an alternate format:

1. Staff will fill out the appropriate information, which will be forwarded to the Clerk
2. The Clerk will provide the document or;
3. The Clerk will contact the individual if it’s not technically feasible to provide the specified document or format.
4. The Clerk will work with the individual to determine an appropriate format;
5. If no solution is found, the Clerk will provide an explanation outlining the reasons.

Conversion shall be processed in-house wherever possible. If requested for documentation in an alternate format, the department of origin shall be responsible for the cost of the conversion, materials and distribution, not the public requestor.

The Township will only provide alternate formats for documents that we produce.

Communication Supports

The Township will provide communication supports to members of the public, upon request.

If a member of the public request a communication support:

1. A staff member will fill out the appropriate information, which will be forwarded to the Clerk
2. The Clerk will arrange for the communication support or;
3. Contact the individual if it's not technically feasible.
4. The Clerk will work with the individual to determine an appropriate alternate solution;
5. If no solution is found, the Clerk will provide an explanation outlining the reasons.

Training

Staff will be trained in accordance with the regulations under the Accessibility for Ontarians with Disabilities Act, 2005.

Training will be provided to:

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

The training will include:

1. Overview of the Act, Regulations and the Ontario Human Rights Code as it pertains to people with disabilities.
2. Township policies related to accessibility.
3. How to interact and communicate with people with various types of disability, as outline in this policy and procedures.
4. How to interact with people 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, as outlined in this policy and procedures.
5. 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.
6. What to do if a person with a particular type of disability is having difficulty accessing the provider's goods or services.

The Township of Guelph/Eramosa will retain records which will record the details of the training provided, as well as the name of the person, location, and date the training was completed.

Use of Assistive Devices

The Township of Guelph/Eramosa will allow people with disabilities to use their own personal assistive devices to obtain services offered by the Township of Guelph/Eramosa.

If a person with a disability is unable to access the Township's services through the use of their own personal assistive device, the Township will:

1. Consult with the Clerk on the service
2. Assess service delivery and potential service options to meet the needs of the individual.
3. Notify the individual of alternate services or;

Make appropriate changes to the service to ensure equal access for people with disabilities.

More Information

Ministry of Community and Social Services

Adopted by Council on: (21/09/2009)

Amended by Council on: (03/12/2012)