

THE CORPORATION OF THE TOWNSHIP OF JAMES

BY-LAW #10-10

SCHEDULE A

Customer Service Policy Statement: Providing Goods and Services to Persons with Disabilities

Our mission

The mission of the Township of James is to identify, remove and prevent accessibility barriers, and to treat everyone equally with respect, without discrimination because of a disability.

Our commitment

In fulfilling our mission, the Township of James strives at all times to provide goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving persons with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services in any municipal building, and in a similar way as other customers.

Providing Goods and Services to Persons with Disabilities

The Township of James is committed to excellence in serving all customers including persons with disabilities and we will carry out our functions and responsibilities in the following areas:

Communication

We will communicate with persons with disabilities in ways that take into account their disability. Staff will be trained on how to interact and communicate with persons with various types of disabilities.

Telephone Services

The Township of James is committed to providing fully accessible telephone service to our customers. We will train our staff 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. We will offer to communicate with customers by email or written text, if telephone communication is not suitable to their communication needs or is not available.

Assistive Devices

We are committed to serving persons with disabilities, who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

Correspondence, Invoices and other Documentation

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

For this reason, correspondence, invoices, reports and all other documentation will be provided in the following formats upon request: large print, email, or hard copy.

The Township of James will provide a document or information contained in a document, in a format that takes into account the customer's disability. The Township of James and the customer with the disability will agree upon the format to be used for the document or information provided.

The Township of James will answer any questions customers may have about the content of the invoice in person, by telephone or email.

Use of Service Animals and Support Persons

Service Animals

The Township of James is committed to welcoming persons 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. We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

An animal is considered to be a service animal for a person with a disability if:

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

Support Persons

The Township of James 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 welcomed into the Township of James premises 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 our 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. Fees will not be charged for support persons for admission to the Township of James premises.

Notice of Temporary Disruption

The Township of James 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.

Staff Training

The Township of James will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf, and to all those who are involved in the development and approval of customer service policies, practices and procedures. Individuals in the following positions will be trained:

Administrative Staff
Reeve and Council
Public Works Staff
Fire Department Volunteers
Waste Disposal Site Operators
Recreation Volunteers
Summer Students
Third party contractors as deemed appropriate

- Every person who participates in developing the policy, practices and procedures under the Ontario Regulation 429/07 - Accessibility Standards for Customer Service
- Every person who deals with the public on behalf of the Township of James including third parties including employees, agents, volunteers and co-op students
- All current employees will receive training by April 30th, 2010
- New employees will receive the training within 30 days of their date of hire

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 persons with various types of disabilities
- How to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or a support person
- How to use any equipment or devices available on the Township of James' premises that may help with the provision of goods and services to persons with disabilities.
- What to do if a person with a disability is having difficulty in accessing the Township of James' goods and services
- The Township of James' 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 persons 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, the number of individuals to whom training was provided and the signature of all those individuals trained on a particular date.

Feedback Process

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

Feedback regarding the way the Township of James provides goods and services to people with disabilities can be made by mail, e-mail, suggestion box, or verbally. All feedback should be directed to:

Township of James
33 Third Street East
PO Box 10
Elk Lake, ON P0J 1G0

Telephone: 705-678-2237
Fax: 705-678-2495
Email: info@jamestwp.ca

Customers can expect a response within 10 business days.

Modifications to this or Other Policies

The Township of James is committed to developing customer service policies that respect and promote the dignity and independence of persons with disabilities. Therefore, no changes will be made to this policy before considering the impact on persons with disabilities.

Any policy of the Township of James that does not respect and promote the dignity and independence of persons 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 the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to the Clerk of the Township of James.

SCHEDULE B

Barriers and Solutions

Possible Barriers	Possible Solutions	Possible Tips on Serving Customers
VISION LOSS		
Staff is not aware when a customer is unable to read labels, signs or any other written material on the premises or on the goods.	<ul style="list-style-type: none"> • Staff will carefully observe customers and describe the goods or services offered if they are unable to view them due to vision loss. • If customer requests assistance, staff should respond immediately with assistance. 	<ul style="list-style-type: none"> • 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. • If you're giving directions or verbal information, be precise and clear. • 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.

Possible Barriers	Possible Solutions	Possible Tips on Serving Customers
DEAF, DEAFENED, ORAL DEAF OR HARD OF HEARING		
Customers with disabilities over the telephone.	<ul style="list-style-type: none"> • Ensure staff is trained in Relay services. • 1-800-855-0511 Operator is intermediary 	<ul style="list-style-type: none"> • Speak normally, clearly and directly. • Concentrate on what's being said. • Don't try to guess what your customer is saying. Don't pretend. Just ask again. • If you're not certain what was said, repeat or rephrase what you've heard.
Staff is not aware when a customer has not understood a verbal message.	<ul style="list-style-type: none"> • Establish the practice of paraphrasing and enunciating clearly and slowly upon request from customer. • Written communications may be necessary upon request. 	<ul style="list-style-type: none"> • Always ask how you can help. • If necessary, ask if another method of communicating would be easier, example a pen and paper. • 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.
Not speaking directly to customers - does not allow customer to use lip reading as means of understanding the verbal communication.	<ul style="list-style-type: none"> • Speak facing the customer directly so mouth and lips are clearly visible - do not cover with hand. • Speak slowly and enunciate clearly. 	<ul style="list-style-type: none"> • Look at and speak directly to your customer. Address your customer, not the interpreter. • Don't put your hands in front of your face when speaking.
Background noise, music and poor acoustics making hearing and understanding difficult.	<ul style="list-style-type: none"> • Face the customer directly. • Stand closer but do not shout. • Be prepared to write a note if requested. • Turn off background noise - music 	<ul style="list-style-type: none"> • Attract the customer's attention before speaking. The best way is a gentle touch on the shoulder or gently waving your hand. • If the person uses a hearing aid, try to speak in an area with few competing sounds. • Any personal matters should be discussed in a private room to avoid other people overhearing. • Be patient.

Possible Barriers	Possible Solutions	Possible Tips on Serving Customers
INTELLECTUAL/DEVELOPMENTAL DISABILITY		
Use of complicated or technical language in customer service - customer has difficulty understanding.	<ul style="list-style-type: none"> • Use plain language and avoid technical language and jargon when communicating with all customers. 	<ul style="list-style-type: none"> • Use plain language and speak in short sentences. • Make sure your customer understands what you've said. • Provide one piece of information at a time. • Speak directly to your customer, not to their companion or attendant.
Ignoring customers who are reluctant to ask for help.	<ul style="list-style-type: none"> • Recognize and address the reluctant customer • Make extra time available for these customers to provide the service required. • If necessary ensure another staff member is available to serve other customers who may be waiting. 	<ul style="list-style-type: none"> • Be supportive and patient • Don't assume what a person can or cannot do. • If you can't understand what's being said, don't pretend. Just ask again.

Possible Barriers	Possible Solutions	Possible Tips on Serving Customers
LEARNING DISABILITY		
Providing complicated documents to customers without explanation or an opportunity to discuss or ask questions.	<ul style="list-style-type: none"> • Most customers will need to discuss complicated documents - allow time and opportunity for all customers, as needed. • Be sensitive to each customer's needs. 	<ul style="list-style-type: none"> • Patience and willingness to find ways to communicate are your best tools. • When you know that someone with a learning disability needs help, ask how you can best help.
Customer does not understand communication and is rushed by staff not having time to provide explanation.	<ul style="list-style-type: none"> • Provide time for customer to take in and digest the information being offered. • Give information in a shorter format so customer can process information. 	<ul style="list-style-type: none"> • Try to find ways to provide information in a way that works best for them. For example, have a pen and paper handy. • Speak normally and clearly to your customer. • Be courteous and patient and your customer will let you know how to best provide service in a way that works for them. • Take some time, people with some kinds of learning disabilities may take a little longer to understand and respond.

Possible Barriers	Possible Solutions	Possible Tips on Serving Customers
MENTAL HEALTH DISABILITY		
Employees may not treat customers with mental health disabilities with patience and respect due to stereotyping.	<ul style="list-style-type: none"> • Training on the needs of customers with mental health disabilities as part of the AODA Customer Service training sessions. • Keep explanations short and ensure customers understand the content of the conversation before proceeding. Ask customer to reiterate, thus ensuring they have understood. Do not overwhelm with unnecessary details. Speak slowly and clearly. 	<ul style="list-style-type: none"> • 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 his/her needs. • If someone appears to be in crisis, ask he or she to tell you the best way to help.

Possible Barriers	Possible Solutions	Possible Tips on Serving Customers
PHYSICAL DISABILITY		
Failure of staff to offer assistance when some services require mobility.	<ul style="list-style-type: none"> Staff should recognize when a customer requires assistance and offer assistance immediately. Staff to be available when assistance is requested. Provide customer information about accessible features of the immediate environment. 	<ul style="list-style-type: none"> Speak normally and directly to your customer. Don't speak to someone who is with he or she. People with physical disabilities often have their own ways of doing things. Ask before you help. Don't touch assistive devices, including wheelchairs, unnecessarily unless it's an emergency.
Failure to set aside convenient seating that is close to rest rooms or exits.	<ul style="list-style-type: none"> Set aside convenient seating for persons with a physical disability. Signage may be necessary to reserve seats. 	<ul style="list-style-type: none"> Remove obstacles and rearrange furniture to ensure clear passage. Be patient. Customers will identify their needs to you.

Possible Barriers	Possible Solutions	Possible Tips on Serving Customers
SPEECH IMPAIRMENT		
Verbal speech is the only form of communication used to interact with customers.	<ul style="list-style-type: none"> A pen and paper can be made available but only at request of customer. Offering writing materials may not be viewed as helpful. 	<ul style="list-style-type: none"> 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" 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.

SCHEDULE C

BARRIERS IDENTIFIED

Task	Justification	Time Line	Measures Taken to Accomplish Task
To make municipal office more accessible	The Township will continue to break down barriers for persons with disabilities	Ongoing	Install signage at the entrance of the municipal hall. Lower entrance door.
To continue educating employees on accessibility awareness	To ensure staff are aware of the barriers facing persons with disabilities	Ongoing	Accessibility Awareness Training will begin in 2010 This program will continue for all new employees and volunteers.
Review and update of zoning by-law	As the updated zoning by-law review takes place, consideration will be made to include accessibility in all by-laws	Ongoing	As the by-laws are reviewed, input will be added accordingly.
To improve accessibility access to municipal facilities	Identify barriers at municipal facilities	Ongoing	Identify and address barriers at municipal facilities to ensure accessibility to all persons with disabilities.

SCHEDULE D

TRAINING RECORD

Accessibility Standards for Customer Service

Date of Workshop: _____

Location of Workshop: _____

Name of Workshop: _____

Name of Facilitator(s): _____

Participant Name	Method of Training	Date of Training	Participant Signature

WORKSHOP PROVIDED BY THE TOWNSHIP OF JAMES

SCHEDULE E

ACCESSIBLE CUSTOMER SERVICE FEEDBACK FORM

Thank you for visiting The Township of James. Your feedback is important to us. We consistently strive to improve accessibility for all our customers in order to meet their needs.

Please take a few moments to share your experience with us today.

1. Date of visit: _____
2. Approximate time of your visit: _____
3. Department visited: _____
4. Were you satisfied with our customer service today? YES NO
5. Did you have any problems with accessing our goods and/or services? YES NO
If yes, please explain: _____

- a) What, in your opinion, can we do to solve this problem?

- b) May we contact you for additional information? YES NO
If yes, please state your name and phone number: _____

In order to solve this problem efficiently and to help us better serve you and others in the future, please provide the following information.

Do you currently have a disability? YES ☐ NO ☐

If yes, please explain: _____

Please mark your appropriate age range.

Less than 19 ☐ 20 - 29 ☐ 30 - 39 ☐ 40 - 49 ☐ 50 - 59 ☐ 60 - 69 ☐ Over 70 ☐

I agree to allow The Township of James to use the information collected on this form.

Name: _____ Signature: _____ Date: _____

SCHEDULE F

CUSTOMER SERVICE FEEDBACK TRACKING LOG

Date Feedback Received	Method Feedback Received	Employee Name	Department / Location	Summary of Feedback	Investigation Result, if Applicable	Resolution Date

SCHEDULE G

RESPONDING TO CLIENT/CUSTOMER FEEDBACK

Feedback Reference #: _____ Date: _____

Your Name: _____ Department/Office: _____

Date Feedback Received: _____ Name of Customer: _____

Contact Information: _____

Details: _____

Action to be Taken: _____

Date to be Completed: _____

Has client/customer been contacted? YES ☐ NO ☐

If so, please state outcome. _____

Additional Comments: _____

Date: _____

Signature: _____

SCHEDULE H

**NOTICE
DISRUPTION IN SERVICE**

There will be a scheduled service disruption at the Township of James' _____
_____.

The details of the service disruption are:

Date: _____

Type of Disruption: _____

Reason for Disruption: _____

Duration of Disruption: _____

Alternative Facilities or Services Available: _____

On behalf of the Township of James we would like to express our gratitude for your patience in this matter. We apologize for any inconvenience this may cause you. If you have questions or concerns, please feel free to contact us at 705-678-2237.

Myrna Hayes
Clerk/Treasurer
Phone: 705-678-2237
Fax: 705-678-2495
Email: mhayes@jamestwp.ca

SCHEDULE I

ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE (Ont. Reg. 429/07)

Training Participant Questionnaire

Name: _____

Date: _____

Department: _____

Job Title: _____

Telephone: _____

Email: _____

Questions	Yes	No	Comments
Do you have previous training and/or policy and procedure development experience? If so, please describe your level of experience.			
Are you familiar with the Accessibility for Ontarians with Disabilities Act and Accessibility Customer Service Regulations and requirements? If so, please provide details on your level of knowledge.			
Do you have any special needs or accommodation requirements that we should be aware of? If so, please provide details.			
Will you require any specialized services during the workshop? (i.e. Personal Support, Attendant Care, Note Taker, Translation or Interpretation Services, etc.). If so, please provide description of needs.			
Other			

THE CORPORATION OF THE TOWNSHIP OF JAMES

BY-LAW #10-10

Customer Service Policy Statement

INDEX

Schedule		Page
Schedule A	Customer Service Policy	1
Schedule B	Barriers and Solutions	5
Schedule C	Barriers Identified	10
Schedule D	Trainer Record	11
Schedule E	Accessible Customer Service Feedback Form	12
Schedule F	Customer Service Feedback Tracking Log	13
Schedule G	Responding to Client/Customer Feedback	14
Schedule H	Notice - Disruption of Service	15
Schedule I	Training Participant Questionnaire	16