

***THE CORPORATION OF THE TOWNSHIP OF PICKLE LAKE***



**BY-LAW NO. 2010-01**

**A BY-LAW TO ADOPT POLICIES, PRACTICES  
AND PROCEDURES WITH RESPECT TO  
ACCESSIBILITY STANDARDS FOR CUSTOMER  
SERVICE.**

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**Recitals**

- a) Ontario Regulation 429/09 of the Accessibility for Ontarians with Disabilities Act, 2005 legislates that every provider of goods or services shall establish policies, practices and procedures governing the provision of its goods or services to persons with disabilities
- b) The Council of the Township of Pickle Lake deems it expedient to adopt and maintain policies with respect establishing policies for Accessibility Standards for customer service.

**NOW THEREFORE THE COUNCIL OF THE TOWNSHIP OF PICKLE  
LAKE ENACTS AS FOLLOWS:**

- 1. That the Accessibility Standards for Customer Service outlining Policies, Practices and Procedures marked as Schedule "A" and attached hereto is hereby adopted.
- 2. That Schedule "A", "B" and "C" be an integral part of this By-Law.
- 3. That this By-Law shall come into force and take effect January 1, 2010.

**BE READ A FIRST, SECOND AND THIRD TIME AND FINALLY PASSED THIS**

\_\_\_\_\_ DAY OF \_\_\_\_\_ 2010.

\_\_\_\_\_  
Mayor

\_\_\_\_\_  
Clerk-Treasurer



# The Corporation of the Township of Pickle Lake

## Accessibility Standards for Customer Service

### Policies, Practices and Procedures

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#### PURPOSE

The purpose of this policy is to establish practices and procedures for Employees of the Township of Pickle Lake on providing goods or services to people with disabilities.

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Legislation: Accessibility for Ontarians with Disabilities Act, 2005 (AODA)  
Accessibility Standards for Customer Service, Ontario  
Regulation 429/07

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#### POLICY STATEMENT

The Council of the Township of Pickle Lake strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities.

We are 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.

#### 1. Providing goods and service to people with disabilities:

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

#### 2. Communication

We will communicate with people with disabilities in ways that take into account their disability.

We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

#### 3. Telephone services

We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.

We will offer to communicate with customers by **email, fax, or written communication** if telephone communication is not suitable to their communication needs or is not available.

#### **4. Assistive devices**

We are committed to serving people 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.

We will also ensure that staff knows how to use the following assistive devices available on our premises for customers:

- 1) Automatic door opening system; and
- 2) TTY services

#### **5. Billing**

We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following formats upon request: **hard copy, large print or e-mail.**

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

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

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts 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.

We are 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 Township of Pickle Lake's 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.

#### **7. Notice of temporary disruption**

Township of Pickle Lake 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.

The notice will be placed at all public entrances and service counters on our premises.

#### **8. Training for staff**

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

**The following persons are required to receive training:**

**Council  
Municipal Managers  
Municipal Office Staff  
Roads Staff  
Volunteer Fire Fighters  
Youth Workers  
Municipal Election Staff  
Clinic Personnel  
Board Members  
Committee Members**

This training will be provided within 6 months after hiring new staff and will include:

- 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 assisted devices, available on provider's premises or otherwise that may help with the provision of goods or services to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing Township of Pickle Lake's goods and services
- Township of Pickle Lake's policies, practices and procedures relating to the customer service standard.

Applicable 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.

**9. Feedback process**

The ultimate goal of Township of Pickle Lake is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way Township of Pickle Lake provides goods and services to people with disabilities can be made by in writing, e-mail, verbally, or suggestion box. All feedback will be directed to the Clerk-Treasurer and if necessary Council. Customers can expect to hear back within 2 weeks from the date the feedback was received.

**10. Modifications to this or other policies**

We are 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 the Township of Pickle Lake that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

## **11. 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-Treasurer of the Township of Pickle Lake.

## **12. Schedules A, B and C**

Schedule A and B is an integral party of this document and are to be read and signed by each employee, contractor, volunteer or agent for the Township of Pickle Lake as applicable. A copy of which will be added to the employees Record of Training (*Section 6. Ont. Reg. 429/07*).

Schedule C as attached is a sample of the feedback form for receiving and responding to feedback about the manner in which the Township of Pickle Lake provides goods and services to persons with disabilities

**Schedule “A” to the  
Accessibility Standards for Customer Service Policy**

The Township of Pickle Lake is committed to providing training to all employees, volunteers and others who deal with the public or other third parties on their behalf. The following is information and instruction that will serve staff in their endeavour to provide excellent customer service to all people with disabilities.

What is the Ontarians with Disabilities Act, 2001?

The act is a provincial law that allows the government to develop specific standards of accessibility and to enforce them. The goal is to make Ontario accessible by 2025.

The purpose of the act is to develop, implement, and enforce standards in these areas:

Goods and services	Employment
Facilities	Buildings, structures, and premises
Accommodations	

These standards address barriers to people with disabilities in these areas.

How are these standards developed? The standards are developed by committees that include people with disabilities, the provincial government, and representatives of various industries and sectors. People have an opportunity to review and comment on the standard before they are completed. The standards may be adopted as regulations under the act.

#### UNDERSTANDING DISABILITIES

There are many kinds of disabilities. They can be visible, hidden, permanent or occur only at certain times.

Here are some types of disabilities:

vision	learning
hearing	mental health
physical	speech or language
intellectual	deaf-blind.
developmental	

Disabilities vary. Being hard of hearing is different from being Deaf. Having low vision is different from being legally blind.

A disability can happen to anyone at any time. Some people are born with a disability. For others, the disability results from an illness or an accident. Sometimes it happens because the person is getting older. In fact, as our population ages, many of us may eventually face some kind of limitation. According to Statistics Canada, by 2031, seniors will account for between 23% and 25% of the total population. That’s double the current senior proportion of 13%.

#### UNDERSTANDING BARRIERS TO ACCESSIBILITY

Barriers are obstacles — things that get in the way of people with disabilities doing many of the day-to-day activities that most of us take for granted.

Barriers make shopping, working, going to school, taking in a movie, or taking public transit difficult, sometimes impossible, for people with disabilities.

Some barriers are visible — like a building that has steps but no ramp. Others are invisible — like thinking that that a person with a speech impairment can’t understand you.

There are many kinds of barriers.

**Architectural** and **physical** barriers are features of buildings or spaces that cause problems for people with disabilities.

Example: A hallway or a doorway that is too narrow for a person who uses a wheelchair, electric scooter or walker.

**Information** or **communications** barriers happen when a person can't easily understand information.

Example: Signs that are not clear or easily understood.

**Attitudinal** barriers are those that discriminate against people with disabilities.

Example: Thinking that people with disabilities are inferior.

**Technology** barriers occur when a technology can't be modified to support various assistive devices.

Example: A website that doesn't support screen-reading software.

**Systemic** barriers are an organization's policies, practices or procedures that discriminate against people with disabilities.

Example: A hiring process that is not open to people with disabilities.

## HOW TO INTERACT AND COMMUNICATE WITH PEOPLE WITH VARIOUS TYPES OF DISABILITIES

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.

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. Don't ask to pet or interact with the animal. Best not even to ask the name of the animal. Not all service animals are dogs!

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.

<b>VISION LOSS</b>	
Definition	Tips for Providing Service
<ul style="list-style-type: none"> <li>• Vision disabilities reduce one's ability to see clearly.</li> <li>• Very few people are totally blind. Many have limited vision such as tunnel vision, lack of central vision, a loss of peripheral or side vision others can see the direction of light, some can see the outline of objects</li> <li>• May use guide dog or white cane</li> <li>• May need to view documents in large print or use devices.</li> </ul>	<ul style="list-style-type: none"> <li>• Speak normally and clearly.</li> <li>• Identify yourself</li> <li>• If you offer assistance, wait until you receive permission and offer your arm (the elbow) to guide the person. Never touch your customer without asking permission unless an emergency..</li> <li>• Don't touch or address service animals.</li> <li>• Don't just assume the individual can't see you.</li> <li>• Be patient. Things may take a little longer.</li> <li>• Give directions or verbal information, be precise and clear, ie if you're approaching a door or an obstacle, say so.</li> <li>• Don't leave your customer in the middle of a room. Show them to a chair, or a comfortable location. Remember to say goodbye.</li> </ul>

<b>HEARING LOSS</b>	
Definition	Tips for Providing Service
<ul style="list-style-type: none"> <li>• may be deaf – sever to profound</li> <li>•</li> <li>• or hard of hearing- uses residual hearing and speech to communicate</li> <li>•</li> <li>• deafened- caused to hear poorly or not at all</li> <li>•</li> <li>• Culturally deaf- usually a person who has been deaf since birth. They are cultural linguistic minority whose prime language is American Sign Language</li> </ul>	<ul style="list-style-type: none"> <li>• Always ask how you can help. Don't shout.</li> <li>• Attract the customer's attention a gentle touch on the shoulder or gently waving your hand.</li> <li>• Look at and speak directly to your customer.</li> <li>• May have to use a pen and paper.</li> <li>• Don't put your hands in front of your face when speaking. Be clear and precise when giving directions</li> <li>• Don't touch or address service animals –</li> <li>• Any personal (e.g., financial) matters should be discussed in a private room to avoid other people overhearing.</li> <li>• 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).</li> <li>• If the person uses a hearing aid, try to speak in an area with few competing sounds reduce background noise.</li> <li>• May have an interpreter for sign language (ASL)</li> </ul>

<b>DEAF-BLIND</b>	
Definition	Tips for Providing Service
<ul style="list-style-type: none"> <li>• Cannot see or hear to some degree</li> <li>• Many will be accompanied by a support person who may be trained in a special sign language that involves touching the hands</li> <li>• Some people who are deaf-blind have some sight or hearing, while others have neither</li> </ul>	<ul style="list-style-type: none"> <li>• Don't assume what a person can or cannot do.</li> <li>• 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</li> <li>• Speak directly to your customer as you normally would, not to the intervenor.</li> <li>• Identify yourself to the intervenor when you approach your customer who is deaf-blind.</li> <li>• Don't touch or address service animals.</li> <li>• Never touch a person who is deaf-blind suddenly or without permission unless it's an emergency.</li> </ul>

<b>PHYSICAL DISABILITIES</b>	
Definition	Tips for Providing Service
<ul style="list-style-type: none"> <li>• 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.</li> </ul>	<ul style="list-style-type: none"> <li>• Speak normally and directly to your customer. Don't speak to someone who is with them.</li> <li>• People with physical disabilities often have their own ways of doing things. Ask before you help.</li> <li>• Be patient. Customers will identify their needs to you.</li> <li>• Don't touch assistive devices, including wheelchairs, unnecessarily unless it's an emergency.</li> <li>• Provide your customer information about accessible features of the immediate environment (automatic doors, accessible washrooms, etc.).</li> <li>• Remove obstacles and rearrange furniture to ensure clear passage</li> </ul>



SPEECH OR LANGUAGE IMPAIRMENT	
Definition	Tips for Providing Service
<ul style="list-style-type: none"> <li>• May have problems communicating</li> <li>• May have difficulty pronouncing words,</li> <li>• Slurring or stuttering</li> <li>• not being able to express oneself or understand written or spoken language</li> <li>• Some people who have severe difficulties may use communication boards or other assistive devices</li> </ul>	<ul style="list-style-type: none"> <li>• if a customer has difficulty speaking; don't assume they have an intellectual or developmental disability as well</li> <li>• If you don't understand, ask your customer to repeat the information.</li> <li>• If you are able, ask questions that can be answered 'yes' or 'no'.</li> <li>• Don't interrupt or finish your customer's sentences be patience</li> </ul>

MENTAL HEALTH DISABILITIES	
Definition	Tips for Providing Service
<ul style="list-style-type: none"> <li>• Defined as the absence of psychological well being and satisfactory adjustment to society</li> <li>• Some common features of mental health are:</li> <li>• Phobias</li> <li>• Hallucinations</li> <li>• Mood swings</li> <li>• Bipolar Disorder</li> </ul>	<ul style="list-style-type: none"> <li>• Treat a person with a mental health disability with the same respect and consideration you have for everyone else.</li> <li>• Be confident and reassuring. Listen carefully and work with your customer to meet their needs.</li> <li>• If someone appears to be in a crisis, ask them to tell you the best way to help.</li> </ul>

INTELLECTUAL OR DEVELOPMENTAL	
Definition	Tips for Providing Service
<ul style="list-style-type: none"> <li>• may have difficulty doing many things most of us take for granted</li> <li>• intellectual development and capacity that is below average</li> <li>• may be mildly or profoundly limited in the ability to learn, communicate.</li> <li>• May be invisible disability</li> <li>• May understand more than you think</li> </ul>	<ul style="list-style-type: none"> <li>• As much as possible, treat your customers with an intellectual or developmental disability like anyone else</li> <li>• Don't assume what a person can or cannot do.</li> <li>• Use plain language, speak in short sentences and provide one piece of information at a time.</li> <li>• Make sure your customer understands what you've said.</li> <li>• If you can't understand what's being said, don't pretend. Just ask again. Be supportive and patient</li> <li>• Speak directly to your customer, not to their companion or attendant</li> </ul>

LEARNING	
Definition	Tips for Providing Service
<ul style="list-style-type: none"> <li>• Affects the way in which a person acquires, interprets and retains information</li> <li>• In many cases the person has average or above average intelligence. You may not know a person has a learning disability unless you are told</li> <li>• May affect:</li> <li>• Language based learning</li> <li>• Mathematics</li> <li>• Writing and fine motor skills</li> </ul>	<ul style="list-style-type: none"> <li>• Speak normally and clearly, and directly to your customer.</li> <li>• Take some time — people with some kinds of learning disabilities may take a little longer to understand and respond</li> <li>• Be courteous and patient and your customer will let you know how to best provide service in a way that works for them</li> </ul>

CUSTOMERS WITH DISABILITIES OVER THE PHONE	
Tips for Providing Service	
<ul style="list-style-type: none"> <li>• Speak clearly, slow down and give time for the person to respond. Speak normally, clearly and directly.</li> <li>• Don't worry about how their voice sounds. Concentrate on what's being said.</li> <li>• Be patient, don't interrupt and don't finish your customer's sentences.</li> <li>• Give your customer time to explain him/herself.</li> <li>• Don't try to guess what your customer is saying. If you don't understand, don't pretend. Just ask again.</li> <li>• If you're not certain what was said, just repeat or rephrase what you've heard.</li> </ul>	
<ul style="list-style-type: none"> <li>• Bell Relay Service (TTY) 1-800-855-0511 is available to assist in placing or receiving call to and from person who use a TTY. There is no charge for this service. You may receive a call from a Bell Relay Operator who will ask if you if you have used the service in the past and will provide you with instructions on how to use the service.</li> </ul>	

**WHAT TO DO IF A PERSON WITH A DISABILITY IS HAVING DIFFICULTY IN ACCESSING TOWNSHIP OF PICKLE LAKE'S GOODS AND SERVICES**

Tips for Providing Service

- If after every attempt to accommodate a person with a disability, the person continues to have difficulty in accessing the Township of Pickle Lake's goods and services, a reasonable alternate solution will be sought which is agreed upon by the person or his or her professional health care worker/ support aide and the Township of Pickle Lake in order to provide such service to the individual.

I have read and understand the Policies Practices and Procedures on providing goods or services to people with disabilities.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

For More Information:

[Tips on serving customers with vision disabilities](#)  
[Tips on serving customers who are deaf or hard of hearing](#)  
[Tips on serving customers who are deaf-blind](#)  
[Tips on serving customers with physical disabilities](#)  
[Tips on serving customers with speech or language impairments](#)

[Tips on serving customers with mental health disabilities](#)  
[Tips on serving customers with intellectual or developmental disabilities](#)  
[Tips on serving customers who have learning disabilities](#)  
[What you need to know when talking to customers with disabilities over the phone](#)

**Schedule "B" to the  
Accessibility Standards for Customer Service Policy**

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES, ACT 2005  
Ontario Reg. 429/07  
Accessibility Standards for Customer Services Section 6, Training

**COMPLIANCE FORM FOR CONTRACTORS, VOLUNTEERS AND AGENTS**

Contracting Party: \_\_\_\_\_

Address: \_\_\_\_\_

Location of work being provided to the Township of Pickle Lake \_\_\_\_\_

Anticipated duration of the contract or services being provided \_\_\_\_\_

I have the authority to bind the contracting party and I verify that our company meets the requirements of the Accessibility for Customer Service Regulation 429/07 Section 6: Training shall continue to meet these requirements for the duration of the contract or services being provided to the Township.

Signature: \_\_\_\_\_

Title \_\_\_\_\_

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

Please submit to the Township of Pickle Lake prior to January 1, 2010 or prior to beginning of any contract work for the Township of Pickle Lake.

**Schedule "C" to the  
Accessibility Standards for Customer Service Policy**

Providing Goods and Services to People with Disabilities

**FEEDBACK FORM- HOW ARE WE DOING?**

Thank you for visiting the Township of Pickle Lake. 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:

\_\_\_\_\_

Did we respond to your customer service needs today? Yes  No

Was our customer service provided to you in an accessible manner? Yes   
No  (Please explain below)      Somewhat  (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):

\_\_\_\_\_

\_\_\_\_\_

Township of Pickle Lake  
2 Anne Street, PO Box 340  
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