



The Corporation of the Township of Dorion

Accessible Customer Service Policy

POLICY STATEMENT

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

PURPOSE

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

IMPLEMENTATION

Assistive Devices

If a person with a disability requires assistive devices to access goods or services of the Township, they are allowed to use such devices and any other assistive measures that may be offered by the Township to accommodate their needs.

Service Animals

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

Support Persons

If a person with a disability is accompanied by a support person, they are permitted to enter the premises together and are not prevented from having access to each other while on the premises. The Township may require a person with a disability to be accompanied by a support person while on its premises, but only if a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises. Where fees for goods and services are advertised or promoted by the Township, it will provide advance notice of the amount payable, if any, in respect of the support person.

Notice of Temporary Disruption of Services

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

Training

The Township will provide training to all staff and volunteers, all persons who participate in developing the organization's policies and all other persons who provide goods, services, or facilities on behalf of the organization, in accessible customer service, other Ontario's accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

Training records will be kept for all training, to include dates and content of training provided. Training will be done as soon as practicable after being hired and provide training in respect to any changes to the policies.

Feedback Process

The Corporation of the Township of Dorion welcomes feedback and input from the public and patrons on ways we can improve accessibility and barrier-free access, with respect to goods and services provided to people with disabilities, that use our facilities. There are a number of ways to provide comments.

- In writing, by mail, email or in person at the Township Office; and/or verbally in person or by phone.
- Accessible formats and communication supports for persons with disabilities will be provided upon request.
- All feedback and inquiry should be directed to:

Mavis Harris, Clerk-Treasurer
Township of Dorion
170 Dorion Loop Road
Dorion, ON P0T 1K0
Phone: (807)857-2289
Email: mavis@doriontownship.ca

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*.

Effective Date: January 1, 2010
Council Resolution #: 10-010
Updated: March 2023