



1.0 PURPOSE:

This document provides the practices procedures and forms required to implement the Township of Beckwith - Customer Service Standard Policy and to meet the Customer Service Standards as prescribed in Ontario Regulation 429/07 under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

2.0 SCOPE:

The Council of the Corporation of the Township of Beckwith adopted the Accessibility – Customer Service Standards Policy on the 3rd day of November, 2009.

Under this policy all Township employees, including full-time, part-time, and temporary employees, summer students and co-op placements and persons acting on behalf of the Township (e.g. consultants, contractors) shall follow the procedures contained in this document or any other action required by law.

3.0 DEFINITIONS:

“Alternative Service” means a service generally intended to be temporary that approaches the desired result until such time as the barrier is removed or an equivalent service is put in place;

“Assistive Device” means an auxiliary aid such as communication aids, cognition aids, personal mobility aids and medical aids (i.e. canes, crutches, wheelchairs or hearing aids);

“Contractor” means a company or person with a formal or informal contract to do a specific job on behalf of the Township of Beckwith;

“Customer” means any person who receives or seeks to receive goods or services from a person or organization in the private, public and non-governmental sector. Customer includes persons who involuntarily receive goods or services imposed by an external authority;

“Disability” means the same as the definition of disability found in the Ontario Human Rights Code;

“Equivalent” means having similar effects or identical effects;

“Service Animal” means any animal individually trained to do work or perform tasks for the benefit of a person with a disability as defined in Ontario Regulation 429/07;

“Support Person” means any person whether a paid professional, volunteer,

family member or friend who accompanies a person with a disability in order to help with communications, personal care or medical needs or with access to goods or services.

PROCEDURES:

1.0 COMMUNICATION

The Township shall:

- 1.1 Communicate with people with disabilities in ways that take into account their disability;
- 1.2 Train staff who communicate with customers on how to interact and communicate with people with various types of disabilities;
- 1.3 Provide accessible notifications to all of our customers in the following formats upon request: e-mail, large print, hard copy;
- 1.4 Answer any questions customers may have about the content of the communication in person, by telephone, e-mail or in writing.

2.0 TELEPHONE SERVICES

The Township shall:

- 2.1 Provide accessible telephone service to our customers;
- 2.2 Train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly;
- 2.3 Offer to communicate with customers by e-mail, in writing, in person, or by relay service if telephone communication is not suitable to their communication needs or is not available.

3.0 ASSISTIVE DEVICES

The Township shall:

- 3.1 Ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services; and
- 3.2 That appropriate staff know how to use the following assistive devices available on Township premises for customers:
 - microphone system
 - automatic doors

4.0 USE OF SERVICE ANIMALS & SUPPORT PERSONS

- 4.1 Service Animals - When a person with a disability is accompanied by a guide dog or other 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.

Should the service animal or guide dog be excluded by law from public 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.

- 4.2 Support Person - When 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, the Township will provide advance notice of the amount payable, if any, in respect of the support person

5.0 NOTICE OF TEMPORARY DISRUPTION

- 5.1 The Corporation of the Township of Beckwith will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services relied on by people with disabilities.
- 5.2 This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.
- 5.3 The notice will be placed at public entrances and service counters on our premises, and where appropriate, on our website. www.twp.beckwith.on.ca
- 5.4 If the disruption is anticipated, the Township will provide a reasonable amount of advance notice of the disruption. If the disruption is unexpected, notice will be provided as soon as possible

6.0 TRAINING

- 6.1 Training will be provided to staff based on the position's job requirements and probability of contact with the public.
- 6.2 Training will be provided to volunteers based on the level of contact with the public.
- 6.3 Staff will be trained on an ongoing basis when changes are made to the policies, practices and procedures.
- 6.4 The C.A.O. will keep records of the training provided, including dates training is provided and the number of persons trained.
- 6.5 For every new hire, training will be provided within 6 months after a staff person commences their duties.
- 6.6 Levels of training will be customized into three categories:

Level I – Where customer service is a component of the staff/person’s job description/contract or participates in the development of policies, practices or procedures.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard;
- Information on Township policies, practices and procedures dealing with the AODA, 2005;
- How to provide goods and services in a manner that respects the dignity and independence of persons with disabilities;
- How to interact and communicate with persons in a manner that takes into account his or her ability;
- The process for people to provide feedback to the Township about its provision of goods and services to persons with disabilities, and how the Township responds to the feedback and takes action on any complaint;
- How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or a support person to access goods and services;
- How to use equipment or devices available on Township premises or provided by the Township that may help with the provision of goods and services;
- What to do if a person with a disability is having difficulty accessing the Township’s goods and services.

Level II – Where customer service is not the primary component of the staff/person’s job description/contract however there is potential for coming in contact with the public or may participate in the development of policies, practices or procedures.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard;
- Information on Township’s policies, practices and procedures dealing with the AODA, 2005;
- How to interact and communicate with persons in a manner that takes into account their disabilities;
- The process for people to provide feedback to the Township about its provision of goods and services to persons with disabilities, and how the Township responds to the feedback and takes action on any complaint;
- What to do if a person with a disability is having difficulty accessing the Township’s goods and services.

Level III – Where customer service is not a component of the staff person’s job

description/contract the following information will be provided.

- Pamphlet – Understanding Accessible Customer Service
- Pamphlet – Accessible Customer Service Policy
- Customer Feedback Form
- Customer Service Guidebook
- Access to E-learning technology

FEEDBACK PROCESS:

To assist the Township of Beckwith in ensuring that the delivery of goods and services to those with disabilities is provided in an effective and timely manner, the customer is invited to provide their feedback as follows:

In writing, in person, by e-mail or telephone, addressed to:

Cynthia Moyle, Chief Administrative Officer
The Corporation of the Township of Beckwith
1702 9th Line Beckwith RR2
Carleton Place, ON K7C 3P2
Phone: 1-800-535-4532 OR (613) 257-1539
Fax: (613) 257-8996
E-Mail: cmoyle@twp.beckwith.on.ca

The CAO or designate will respond either in writing, in person, by e-mail or telephone acknowledging receipt of feedback and will set out the action to be taken in response to any complaints. A response will be provided within twenty one business days (21 business days).

Information about the feedback process will be posted at each Township facility and on the website www.twp.beckwith.on.ca

MODIFICATIONS TO THIS OR OTHER PROCEDURES

The Township of Beckwith is committed to developing customer service practices and procedures that respect and promote the dignity and independence of people with disabilities. Therefore, changes may be made from time to time to the procedures resulting from the feedback received and improvements to customer service for people with disabilities.

Any Township of Beckwith practice or procedure that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

SCHEDULES:

Training Record
Training Plan
Customer Feedback Form
Record of Customer Feedback
Customer Service Guidebook
Pamphlet – Understanding Accessible Customer Service
Pamphlet – Accessible Customer Service Policy
Notice - Planned Service Disruption

ISSUED BY:
Clerk's Office

DATE ISSUED:
November 3rd, 2009

SUPERCEDES:
N.A.

Notice - Unexpected Service Disruption

REFERENCES:

Beckwith Township Accessibility – Customer Service Standards Policy (November 3rd, 2009)
Ontario Human Rights Code
Accessibility for Ontarians with Disabilities Act, 2005
O. Reg 429/07 Accessibility Standard for Customer Service
Beckwith Township Accessibility Plan

ISSUED BY:
Clerk's Office

DATE ISSUED:
November 3rd, 2009

SUPERCEDES:
N.A.

Township of Beckwith Customer Feedback Form

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

Please tell us the date and time of your visit: _____ at _____.

Staff Person or Position Assisting You: _____

Location: _____ Department: _____

Did we respond to your customer service needs today?

YES SOMEWHAT NO (please explain below)

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?

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

Please add any other comments you may have:

Please check the box if you would like to receive a response to your feedback.

Contact information: _____

The Township of Beckwith Record of Customer Feedback

ISSUED BY:
Clerk's Office

DATE ISSUED:
November 3rd, 2009

SUPERCEDES:
N.A.

Date feedback received: _____

Name of customer (optional): _____

Contact information (if appropriate)*: _____

Details:	
Remedial Measures:	
Staff Member:	
Follow-up:	
Due by:	

Authorization

Dated

cc: _____

The Township of Beckwith Record of Accessible

ISSUED BY:
Clerk's Office

DATE ISSUED:
November 3rd, 2009

SUPERCEDES:
N.A.

Customer Service Training

Department: _____

Date Trained M/D/Year	Total Number of Staff Trained	Level I (3 hrs)	Level II (1 hr)	Level III E Learning	Train The Trainer

Supervisor: _____

Dated: _____

Township of Beckwith Accessible Customer Service Training Plan

ISSUED BY:
Clerk's Office

DATE ISSUED:
November 3rd, 2009

SUPERCEDES:
N.A.

Staff by Category	Department	Exempt	Level I	Level II	Level III
Full Time Staff					
Part Time					
Contractors					
Volunteers					
Summer Students					

The Township of Beckwith Scheduled Service Disruption

ISSUED BY:
Clerk's Office

DATE ISSUED:
November 3rd, 2009

SUPERCEDES:
N.A.

Notice

There will be a scheduled service disruption at the _____.

The disruptions will be from _____ until _____.

Description of Alternative Facilities or Services:

These disruptions include:

On behalf of the Township of Beckwith we would like to thank you for your patience in this matter.

Should you have any further questions please contact:

Cynthia Moyle, Chief Administrative Officer
The Corporation of the Township of Beckwith
1702 9th Line Beckwith RR2
Carleton Place, ON K7C 3P2

Phone: 1-800-535-4532
OR (613) 257-1539

Fax: (613) 257-8996

E-Mail: cmoyle@twp.beckwith.on.ca

The Township of Beckwith Unexpected Service Disruption

ISSUED BY:
Clerk's Office

DATE ISSUED:
November 3rd, 2009

SUPERCEDES:
N.A.

Notice

There has been an unexpected service disruption(s) at the _____.

The estimated time of the service disruption(s) are from _____ until _____.

Description of Alternative Facilities or Services:

These disruption(s) include:

On behalf of the Township of Beckwith we would like to thank you for your patience in this matter.

Should you have any further questions please contact:

Cynthia Moyle, Chief Administrative Officer
The Corporation of the Township of Beckwith
1702 9th Line Beckwith RR2
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