

The Corporation of the Township of Cramahe

Accessible Customer Service Policy



Effective Date: January 1, 2010

Employees Covered: All

Council Adoption Date: April 21, 2009

Revision No : 1 January 11, 2010

Person Responsible: Chief Building Official

The Corporation of the Township of Cramahe

Accessible Customer Service Policy

1. Our mission

The mission of **The Corporation of the Township of Cramahe** is to be the friendly community of choice for living, working and playing by providing each resident value added services, support and a superior quality of life.

2. Our commitment

In fulfilling our mission, **The Corporation of the Township of Cramahe** 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.

3. Providing goods and service to people with disabilities

The Corporation of the Township of Cramahe 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:

3.1 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.

2.

3.2 Telephone Service

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 or written text** if telephone communication is not suitable to their communication needs or is not available.

3.3 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: limited use limited access lift at 1 Toronto Street, elevators at the Keeler Centre, automatic door opener at 1 Toronto Street, automatic door opener at the Keeler Centre, barrier free ramps at 1 Toronto Street and the Castleton Town Hall/Library.

3.4 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 by e-mail.**

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

3.5 Standard Practices (See Schedule A)

The Corporation of the Township of Cramahe will establish standard practices to assist in providing accessible Customer Service. These Standard Practices will form part of the mandatory training requirement.

3.

4. Use of service animals

We are committed to welcoming people with disabilities who are accompanied by a service animal (unless excluded by other law, then an alternative means of assistance will be provided) 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.

5. Support persons

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 **The Corporation of the Township of Cramahe'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.

5.1 Fees

Fees will not be charged for support persons for admission to **The Corporation of the Township of Cramahe** premises for any events where a fee is required.

5.2 Request for support

The Corporation of the Township of Cramahe may require a person with a disability to be accompanied by a support person when on **The Corporation of the Township of Cramahe's** premises, but only if a support person is necessary to protect the health and safety of the person with a disability or the health and safety of others on the premises.

6. Notice of temporary disruption (See Schedule B)

The Corporation of the Township of Cramahe 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.

.../4

4.

The notice will be placed at all public entrances and service counters on our premises. The notice will also be posted on our sign board outside our premises, announced in our telephone voice messaging and be published on our web site.

7. Training for staff

The Corporation of the Township of Cramahe 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:

Keeler Centre Staff, Roads & Public Works Department Staff, Library Staff
Grounds Keeping Staff, Municipal Office Staff, and Volunteers

This training will be provided **within 60 days** after staff commences their duties.

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 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 the assistive devices on our premises 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 **The Corporation of the Township of Cramahe's** goods and services
- **The Corporation of the Township of Cramahe'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.

.../5

5.

8. Feedback invitation & availability of documents (See Schedule C)

The ultimate goal of **The Corporation of the Township of Cramahe** is to meet and surpass customer expectations while serving customers with disabilities. An Invitation for Feedback and availability of our Accessible Customer Service Policy will be posted **on our website, in our Customer Service Pamphlet, in our front lobbies and at our customer service counters. Documents will be made available in a format that takes into account a person's disability.**

8.1 Feedback process (See Schedule D)

Feedback regarding the way **The Corporation of the Township of Cramahe** provides goods and services to people with disabilities can be made by **e-mail, verbally, written or by using the Feedback Form available on our website in our front lobbies and at our customer service counters.**

8.2 Addressing feedback (See Schedule E)

All feedback will be directed to **the Accessibility Coordinator, Natalie Moroz-Cornell**. Customers can expect to hear back in **5 days**.

9. 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 Corporation of the Township of Cramahe** that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

10. 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 **Municipal Chief Administrative Officer of The Corporation of the Township of Cramahe**.

Schedule A

STANDARD PRACTICES Barriers and Solutions

Possible Barriers	Possible Solutions
Vision loss	
Staff are not aware of the need to describe goods or services when a person cannot read a sign.	It is The Corporation of the Township of Cramahe's standard practice to describe to customers the goods or services offered if they are unable to view them due to vision loss
Deaf, deafened, oral deaf or hard of hearing	
Telephone services not accessible for customers who are Deaf, deafened, oral deaf or hard of hearing	It is The Corporation of the Township of Cramahe's intent to incorporate use of TTY and Relay services in our telephone service policies. We will ensure staff are trained in, and practice using, TTY and Relay services.
Staff are not aware of the need to paraphrase or repeat more slowly what is said to customers when the customer has not understood the message.	It is The Corporation of the Township of Cramahe's standard practice to paraphrase and repeat communications more clearly to customers upon request or using other means such as passing notes back and forth.
Speaking to customers with hands covering the mouth which does not allow for lip reading	It is The Corporation of the Township of Cramahe's standard practice to speak clearly and making sure that nothing is covering the mouth when communicating with customers who lip-read.
Loud music and poor acoustics, making hearing difficult for people using hearing aids	□□ It is The Corporation of the Township of Cramahe's standard practice to have a pen and paper available and communicate through note-writing.
Intellectual/Developmental disability	
Use of complicated or technical language in customer service	It is The Corporation of the Township of Cramahe's standard practice to use plain language and avoid technical language when communicating.

Possible Barriers	Possible Solutions
Ignoring customers who are more reserved or afraid to ask for help	<ul style="list-style-type: none"> <input type="checkbox"/> It is The Corporation of the Township of <input type="checkbox"/> Cramahe's standard practice of building in extra time to deal with customers who need it and adjust the availability of other staff to help out as needed.
Learning disability	
Providing complicated documents to customers without explanation or opportunity to discuss or ask questions	It is The Corporation of the Township of Cramahe's standard practice to discuss and explain any documentation provided to customers.
Employees who are not flexible in offering alternative communication strategies or adequate time in providing service	It is The Corporation of the Township of Cramahe's standard practice to break up lengthy conversations into a series of shorter ones. This may assist customers who need additional time to process certain types of information.
Mental health disability	
Negative stereotypes about people with mental health disabilities resulting in disrespectful or impatient treatment.	It is The Corporation of the Township of Cramahe's standard practice to add a training component to the regular training that staff receive on the needs of people with mental health disabilities. It is standard procedure to break up lengthy conversations into a series of shorter ones and speak more slowly so that some customers will not feel overwhelmed with the information. This may help to prevent anxiety in some customers.
Physical disability	
Failure of staff to offer assistance when some services require particular agility and/or motor skills	It is The Corporation of the Township of Cramahe's standard practice to assist customers in handling or reaching goods when requested.
Failure of staff to set aside convenient seating (close to rest rooms or exits)	It is The Corporation of the Township of Cramahe's standard practice of setting aside convenient seating for people with physical disabilities.
Speech impairment	
Verbal speech is the only form of communication used to interact with customers.	It is The Corporation of the Township of Cramahe's standard practice to have pen and paper on hand and communicate through note-writing when requested to do so.



NOTICE OF DISRUPTION

Type of Disruption _____

Reason For Disruption _____

Duration of Disruption _____

Alternative facilities or services _____

Schedule C



We want to hear from you!

We strive to improve accessibility for our customers with disabilities.

We welcome your feedback.

To share your comments, request a feedback form or request a copy of our accessibility policy....

Please call 905 355-2821 extension 233

or email dbutwell@cramahe.ca

Accessible formats of this document are available upon request.

Accessible Customer Service Feedback Form

Thank you for visiting The Corporation of the Township of Cramahe
We value all of our customers and strive to meet everyone's needs. Please tell us
the date and time of your visit:

1. Were you satisfied with the accessible customer service you have received?

___ Yes ___ No ___ Somewhat

Comments: _____

2. Was our customer service provided to you in an accessible manner?

___ Yes ___ No ___ Somewhat

Comments: _____

3. Did you experience any problems accessing our goods and services?

___ Yes ___ No ___ Somewhat

Comments: _____

Feel free to attach an additional sheet should you require more space.

Contact Information (optional)

Name: _____ Phone Number: _____

Email: _____ Other _____

Please fax to 905 355-3430 or
Call 905 355-2821 Extension 233 or
Email dbutwell@cramahe.ca or
Deliver to 1 Toronto Street, Colborne

This information is available in an accessible format upon request.

**Schedule E
Municipal Staff
Response to Customer Feedback (office use only)**



Date feedback received: Name of customer [optional]:

Contact information (if appropriate): _____

Details: _____

Follow up to feedback: _____

Future action to be taken: _____

Staff member: _____

Date: _____