

Corporate Policies and Procedures			
DEPARTMENT: Accessibility			POLICY #: 10-01
POLICY: Customer Service Standards			
DATE: December 4, 2017	REV. DATE:	COVERAGE: All Council, Employees, Volunteers, Library Volunteers and employees (including Fire Department)	PAGE #: 1 of 6

POLICY STATEMENT:

The Township of Greater Madawaska is committed to being responsive to the needs of all its residents. To do this, we must recognize the diverse needs of all of our residents and respond by striving to provide services and facilities that are accessible to all. As an employer, and a provider of services, the Township of Greater Madawaska is committed to ensuring its services are provided in an accessible manner.

The Township of Greater Madawaska will promote accessibility through the development of policies, procedures and practices and by ensuring they consider people with disabilities. To do this we must ensure the policies, procedures and practices address honesty & integrity, client services, professionalism and accountability & transparency.

Principles

Reasonable efforts will be made to ensure the following:

- (a) That goods and services be provided in a manner that respects the dignity and independence of persons with disabilities.
- (b) The provision of goods and services to persons with disabilities, and others, will be integrated unless an alternate measure is necessary, whether temporarily or permanently, to enable a person with a disability to obtain, use or benefit from the goods and services.
- (c) Persons with disabilities will be given an opportunity – equal to that given to others – to obtain, use and benefit from the goods and services.

Procedures and Practices

Procedures and practices will strive to reflect or achieve the following:

- (a) Communication will be considered, in a manner that takes into consideration a person's disability.
- (b) Staff will receive appropriate customer service training.

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- (c) Persons with disabilities accompanied by a guide dog or service animal will be permitted in those areas of the premises owned or operated by the Township of Greater Madawaska that are open to the public.
- (d) Persons with disabilities accompanied by a support person will be permitted to be accompanied by that support person in premises open to the public.
- (e) Admission fees will be waived for a support person who accompanies a person with a disability.
- (f) Notice will be provided when facilities or services that people with disabilities rely on to access Township of Greater Madawaska services are temporarily disrupted.
- (g) The Township of Greater Madawaska will establish a feedback process to allow people to provide feedback on how we are providing services to persons with disabilities.
- (h) The Township of Greater Madawaska will allow persons with disabilities to use their own personal assistive devices to obtain, use or benefit from the services offered by the Township of Greater Madawaska.

PROCEDURE:

Support Person

1. 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.

The Township of Greater Madawaska will allow people with disabilities, who require, to be accompanied by a support person in all Township owned and operated public facilities. The Township of Greater Madawaska reserves the right to request the person with a disability be accompanied by a support person, if the Township of Greater Madawaska considers it necessary to protect the health and safety of the person with a disability or others on the

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premises. If there is confidential information to be disclosed, consent must be received from the person with the disability.

2. The Township of Greater Madawaska will waive admission fees for support persons who accompany a person with a disability, into facilities where admission is charged where a support person accompanies a member of the public:
 - (a) Member of public should notify a staff member about the presence of the support person.

Service Disruption

3. If, in order to obtain, use or benefit from a provider's goods or services, persons with disabilities usually use particular facilities or services of the provider (for example, elevators) and if there is a temporary disruption in those facilities or services in whole or in part, the Township of Greater Madawaska shall give notice of the disruption to the public.
4. Notice of the disruption must include information about the reason for the disruption, its anticipated duration and a description of alternate facilities or services, if any, that are available.
5. Notice will be given by posting the information at a conspicuous place on premises owned or operated by the provider of goods or services, as well as by posting it on the Township of Greater Madawaska website.
6. If the Township of Greater Madawaska website should expect a temporary service disruption, advance notice where possible, shall be provided on the website.

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Service Animal

7. For the purpose of this policy, a 'service animal' is defined as either:
 - (a) A "guide dog" as defined in section 1 of the *Blind Persons Rights' Act*; or
 - (b) A "service animal" for a person with a disability. For the purpose of this policy, an animal is a service animal for a person with a disability;
 - (i) if it is readily apparent that the animal is used by the person for the reasons relating to his or her disability; or
 - (ii) if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

8. The Township of Greater Madawaska will allow the person and the animal onto all Township of Greater Madawaska owned and operated public facilities that are open to the public, and will ensure that the person is permitted to keep the animal with him or her unless the animal is otherwise excluded by law. Should the service animal become aggressive the Township reserves the right to protect the health and safety of its employees first.

9. If a service animal is excluded by law from the premises, the provider of goods or services shall ensure that other measures are available to enable the person with a disability to obtain, use or benefit from the provider's goods or services.

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Training

10. The Township of Greater Madawaska shall ensure that the following persons receive training about the provision of its goods or services to persons with disabilities:
 - (a) Every person who deals with members of the public or other third parties on behalf of the Township, whether the person does so as an employee, agent, volunteer or otherwise.
 - (b) Every person who participates in developing the Township's policies, practices and procedures governing the provision of goods or services to members of the public or other third parties.
11. The training will include a review of the purposes of the Act and the requirements of this policy and instruction about the following matters:
 - (a) How to interact and communicate with persons with various types of disability, as outlined in this policy and procedures.
 - (b) 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 the assistance of a support person, as outlined in this policy and procedures.
 - (c) How to use equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods or services to a person with a disability.
12. The Township of Greater Madawaska will log and retain records which will record the details of the training provided, as well as the name of the person, location, and date the training was completed.
13. The Township of Greater Madawaska will customize the training going forward, based on the actual experiences, usage of the persons with disability in Township of Greater Madawaska owned or operated facilities and legislative requirements as they come down from the province.

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Assistive Devices

14. The Township of Greater Madawaska will allow persons with disabilities to use their own personal assistive devices to obtain, use or benefit from the services offered by the Township of Greater Madawaska.

15. Should a person with a disability be unable to access the Township's services through the use of their own personal assistive device, the Township of Greater Madawaska will ensure the following measures:
 - (a) Determine if service is inaccessible, based upon individual requirements.
 - (b) Assess service delivery and potential service options to meet the needs of the individual.
 - (c) Notify person with disability of alternative service and how they can access the service, temporarily or on a permanent basis.