



ON THE JOB POLICIES

Accessibility Standards for Customer Service & Use of Assistive Devices

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Accessibility Standards for Customer Service & Use of Assistive Devices

Purpose

1. The County of Huron 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 County of Huron is committed to ensuring its services are provided in an accessible manner.
2. The County of Huron 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 **integration, independence, dignity and equal opportunity**.

Scope

3. All Employees, Student and Volunteers

Definitions

4. 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.
5. Service animal, for purpose of this policy, is either:
6. A "guide dog," as defined in section 1 of the *Blind Persons Rights' Act*; or
7. 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,
 - a. if it is readily apparent that the animal is used by the person for the reasons relating to his or her disability; or
 - b. if the person provides a letter from a regulated health professional confirming that the person requires the animal for reasons relating to the disability.

Policy

8. Reasonable efforts will be made to ensure the following:

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- (i) That goods and services be provided in a manner that respects the dignity and independence of persons with disabilities.
 - (ii) 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.
 - (iii) Persons with disabilities will be given an opportunity – equal to that given to others – to obtain, use and benefit from the goods and services.
 - (iv) Communication will be considered, in a manner that takes into consideration a person’s disability.
 - (v) Staff will receive appropriate training.
 - (vi) 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 County of Huron that are open to the public.
 - (vii) Persons with disabilities accompanied by a support person will be permitted to be accompanied by that support person in premises open to the public.
 - (viii) Admission fees will be waived for a support person who accompanies a person with a disability.
 - (ix) Notice will be provided when facilities or services that people with disabilities rely on to access County of Huron services are temporarily disrupted.
 - (x) The County of Huron will establish a feedback process to allow people to provide feedback on how we are providing services to persons with disabilities.
 - (xi) The County of Huron will allow persons with disabilities to use their own personal assistive devices to obtain, use or benefit from the services offered by the County of Huron.
9. The County of Huron will allow people with disabilities, who require, to be accompanied by a support person in all County owned and operated public facilities. The County of Huron reserves the right to request the person with a disability be accompanied by a support person, in the event that it is considered necessary to protect the health and safety of the person with a disability or others on the premises. The County of Huron will:
- Consult with the person with a disability to understand their needs
 - Consider health or safety reasons based on available evidence

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- Determine if there is any other reasonable way to protect the health or safety of the person or others on the premises
10. The County of Huron will waive admission fees for support persons who accompany a person with a disability, into facilities where admission is charged.
 - The member of public should notify a staff member about the presence of the support person.
 - If there is confidential information to be disclosed, consent must be received from the person with the disability.

Complaint Process

11. Should a member of the public wish to make a complaint regarding the service they have received:
12. The member of the public with the complaint or concern should have a discussion with the staff person at the County of Huron who is involved in the situation.
13. Should the discussion not resolve the complaint or the member of the public is uncomfortable discussing the issue with the staff person, the member of the public should fill out a complaint/suggestion form. The staff person can assist the member of the public with the complaint form in a manner that takes into consideration the person's disability.
14. The information to be provided by the member of the public should include personal contact information, the date, a description of the complaint, and what the member of the public requests to resolve the complaint. This information should be documented on the complaint form.
15. The complaint should be forwarded to the Department Head of the department.
16. The Department Head will attempt to resolve the complaint in a timely manner, with the assistance of the appropriate staff.
17. The member of the public will be contacted once a resolution has been reached.

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Suggestion Process

18. Should a member of the public wish to provide the County of Huron with a suggestion on how to improve our service:
 - (a) The member of the public will inform staff member of suggestion.
 - (b) A staff member will assist the member of the public in filling out the complaint/suggestion form, should the person require assistance.
 - (c) The suggestion should be forwarded to the Department Head of the department.
 - (d) The member of the public will be notified in a timely manner of how the County of Huron will proceed with the suggestion. The response should include:
 - an explanation of how the County will implement the suggestion
 - a response indicating further investigation or an explanation why the County is unable to implement the suggestion.

The County of Huron will ensure the suggestions process is accessible by providing or arranging for accessible formats and communication supports, on request.

Service Disruption

19. 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 County of Huron shall give notice of the disruption to the public.
20. 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.
21. 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 County of Huron website.
22. If the County of Huron Website should expect a temporary service disruption, advance notice where possible, including its anticipated duration and a description of alternate facilities or services, if any, that are available, shall be provided on the website.

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23. Notice will also be added to the recorded message at the County's main number and/or the direct number of the facility having the service disruption.

Service Animals

24. The County of Huron will allow the person and the animal onto all County of Huron 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.
25. 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.

Formats of Documents

26. Should the County of Huron be required to give a copy of a document to a person with a disability, the County of Huron shall give the person the document, or the information contained in the document, in a format that takes into account the person's disability.
27. Material printed in-house and publications produced on behalf of the Corporation of the County of Huron should contain a note indicating, "alternate formats are available upon request" and include relevant contact information.
28. The County of Huron and the person with a disability will try to agree upon the format to be used for the document or information.
29. Alternate formats that should be considered by the County of Huron and the person with the disability will include, but are not limited to:

Print Requests

30. Requests for alternate formats should be honoured in the most practical manner depending on the media chosen, the size and complexity of the document, the quality and source of the documents, the feasibility of the request (including the cost) and the number of documents to be converted. It should be noted that when request for one of these formats is received and deemed feasible, staff should make every attempt to respond to the request in the most practical manner and to the satisfaction of the requestor. If it is determined that the format requested is not feasible, then other alternate methods of providing the

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information should be explored that will still meet the needs of the requestor (e.g. Audio CD or explaining the information verbally etc.).

- (a) Employee receives request from member of the public for alternate format.
- (b) Employee fills out alternative format request form.
- (c) Forwards request onto the relevant department
- (d) The Department Head determines feasibility;
- (e) Proceeds with alternate format request.
- (f) If not feasible; contact individual with feasible solution.

ASL Interpreter Request

- (a) Employee receives request from public for ASL Interpreter.
- (b) Employee fills out alternative format request form.
- (c) Forwards request onto the relevant Department Head.
- (d) The Department Head or designate or the County Clerk contacts Canadian Hearing Society to make request.
- (e) Once Canadian Hearing Society confirms attendance of ASL Interpreter, the Department Head or designate or the County Clerk contacts the individual.
- (f) If ASL Interpreter is not available, the individual will be contacted with an alternate solution.

- 31. Feasibility will be determined based upon cost in relation to size of document and time associated with processing document requests.
- 32. The time frame attached to the conversion process varies depending on the media chosen, the size, complexity, quality of source documents and number of documents to be converted. Documents shall be returned in a timely manner depending on the factors previously noted.
- 33. Conversion shall be processed in-house wherever possible. When a member of the public requests a piece of County documentation in a multiple format, the department of origin shall be responsible for the cost of the conversion, materials and distribution, not the public requestor.
- 34. In-house printing, where possible, should adhere to the CNIB's Clear Print Standards.

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Training

35. The County of Huron shall ensure that all employees and volunteers 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 County, whether the person does so as an employee, agent, volunteer or otherwise will be trained.
 - (b) Every person who participates in developing the County's policies, practices and procedures governing the provision of goods or services to members of the public or other third parties will be trained.
36. 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 outline 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.
 - (d) What to do if a person with a particular type of disability is having difficulty accessing the provider's goods or services.
37. The County of Huron 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.
38. The County of Huron will customize the training going forward, based on the actual experiences; usage of the persons with disability in County of Huron owned or operated facilities and legislative of the province.



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Assistive Devices

39. The County of Huron will allow persons with disabilities to use their own personal assistive devices to obtain, use or benefit from the services offered by the County of Huron.
40. Should a person with a disability be unable to access the County's services through the use of their own personal assistive device, the County of Huron 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.

Supporting Documents

Accessibility for Ontarians with Disabilities Act
Ontarians with Disabilities Act
Blind Persons Rights Act