



What if a person with a disability has a suggestion or comment on how we deliver services?

The City of Vaughan welcomes any comments on the provision of goods and services to people with disabilities. Comments can be directed to:

The Office of the Chief Human Resources Officer Accessibility and Diversity Coordinator

Email: warren.rupnarain@vaughan.ca

Telephone: 905.832.2281 ext. 8641

Mail: City of Vaughan

2141 Major Mackenzie Dr

Vaughan, ON L6A 1T1

The comments will be reviewed by staff and, where applicable, by the Vaughan Accessibility Advisory Committee (VAAC).

Accessible Standards for Customer Service Policy

The City of Vaughan provides goods and services to all residents, including those with disabilities. Reasonable efforts will be made to ensure the following:

- Goods and services will be provided in a manner that respects the dignity and independence of persons with disabilities.
- 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.
- Persons with disabilities will be given an opportunity - equal to that given to others to obtain, use and benefit from the goods and services.
- Persons with disabilities may use personal assistive devices and/or support persons in the access of goods and services. If an amount is payable by a support person for admission to the premises, or in connection with a person's presence at the premises, notice shall be given in advance about the amount payable.



accessible
standards
for customer
service



the background

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) is provincial legislation enacted to improve accessibility. The AODA mandates accessibility of goods, services, facilities, accommodation, employment, buildings, structures and premises in the public and private sectors by developing, implementing and enforcing accessibility standards.

AODA Accessibility Standards include:

- customer service (Reg.On.429/07)
- information and communications
- transportation
- design of public spaces
- employment

Customer Service is the first of five Accessibility Standards detailing specific requirements for all service providers regarding provision of goods and services for persons with disabilities, such as:

- reviewing policies, practices and procedures
- training staff including temporary or contract and volunteers
- providing information in an alternate format
- use of assistive devices, service animals and support persons
- developing a communication strategy for temporary service disruption
- feedback process

All of the above will help pave the way for persons with disabilities to access goods and services, and create a barrier-free community by 2025.



Vision: The City of Vaughan is a city of choice that promotes diversity, innovation and opportunity for all citizens, fostering a vibrant community life that is inclusive, progressive, environmentally responsible and sustainable.

Mission: Citizens first through service excellence.



City of Vaughan Commitment

The City of Vaughan is committed to using reasonable efforts to ensure that its policies, practices and procedures are consistent with the following 4 core principles:

1. Dignity
2. Independence
3. Integration
4. Equal Opportunity



City employees, when communicating with a person with a disability, shall do so in a manner that takes into account the person's disability.

Vaughan Accessibility Advisory Committee (VAAC)

- VAAC is an Advisory Committee of the City of Vaughan;
- provides advice to City of Vaughan Council, staff and its community on matters related to accessibility;
- follows and is guided by the Ontarians with Disabilities Act (ODA) and Accessibility for Ontarians with Disabilities Act (AODA);
- has been working on barrier-free solutions since 2003;
- creates awareness and promotes a barrier-free community.

A complete copy of the City of Vaughan Accessibility Policy is available upon request by contacting the Office of the Chief Human Resources Officer.