

# ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE POLICY

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ACCESSIBILITY FOR ONTARIANS  
WITH DISABILITIES ACT, 2005

Ontario Regulation 429/07



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**VISION, MISSION AND COMMITMENT**

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**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**

The mission of the City of Vaughan is citizens first through service excellence.

**Commitment**

The City of Vaughan shall use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

- The goods or services will be provided in a manner that respects the dignity and independence of persons with disabilities.
- The provision of goods or services to persons with disabilities, and others, will be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or services.
- Persons with disabilities will be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services.
- Persons with disabilities may use personal assistive devices and/or support persons in the access of goods and services.
- City employees when communicating with a person with a disability shall do so in a manner that takes into account the person's disability.

## BACKGROUND

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The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) was passed by the Ontario legislature with the goal of creating standards to improve accessibility across the province.

The AODA allows the government to develop specific standards of accessibility that are designed to help make Ontario more accessible.

One of the specific standards that has been developed, and made law, is the Accessibility Standards for Customer Service Regulation. It came into effect on January 1, 2008. This standard details specific requirements for all service providers.

In general, providers must deliver service in a way that respects the dignity and independence of people with disabilities. Providers must also integrate services and provide equal opportunities for persons with disabilities to access those services.

**PURPOSE**

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The purpose of this Accessibility Standards for Customer Service Policy is to fulfill the requirements set out in Ontario Regulation 429/07 of the Accessibility for Ontarians with Disabilities Act, 2005, to establish policy for the City of Vaughan for governing the provision of its goods or services to persons with disabilities.

**SUMMARY OF STANDARD REQUIREMENTS**

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The following is a summary of requirements for the Accessibility Standards for Customer Service Policy:

1. Establish policies, practices and procedures on providing goods and services to people with disabilities.
2. Use reasonable efforts to ensure that policies, practices and procedures are consistent with the core principles of independence, dignity, integration and equality of opportunity.
3. Set a policy on allowing people to use their own personal assistive devices to access our goods and use our services and about any other measures our organization offers (assistive devices, services, or methods) to enable them to access our goods and use our services.
4. Communicate with a person with a disability in a manner that takes into account his or her disability.
5. Allow people with disabilities to be accompanied by their guide dog or service animal in those areas of the premises we own or operate that are open to the public, unless the animal is excluded by another law. If a service animal is excluded by law, use other measures to provide services to the person with a disability.
6. Permit people with disabilities who use a support person to bring that person with them while accessing good or services in premises open to the public or third parties.
7. Where admission fees are charged, provide notice ahead of time on what admission, if any, would be charged for a support person of a person with a disability.
8. Provide notice when facilities or services that people with disabilities rely on to access or use our goods or services are temporarily disrupted.
9. Train staff, volunteers, agents and any other people who interact with the public or other third parties on our behalf on a number of topics as outlined in the customer service standard.
10. Train staff, volunteers, agents and any other people who are involved in developing our policies, practices and procedures on the provision of goods or services on a number of topics as outlined in the customer service standard.
11. Establish a process for people to provide feedback on how we provide goods or services to people with disabilities and how we will respond to any feedback and take action on any complaints. Make the information about the feedback process readily available to the public.
12. Document in writing all our policies, practices and procedures for providing accessible customer service and meet other document requirements set out in the standard.
13. Notify customers that documents required under the customer service standard are available upon request.

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14. When giving documents required under the customer service standard to a person with a disability, provide the information in a format that takes into account the person's disability.



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**ADOPTION**

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Adopted by Council this       <sup>th</sup> day of       , 2009 by By-law No. 2009-

**COMPLIANCE**

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This Accessibility Standards for Customer Service Policy shall apply to every person who deals with members of the public or other third parties on behalf of the City of Vaughan, whether the person does so as an employee, agent, volunteer or otherwise.

**Non-Compliance**

Failure to comply with this Accessibility Standards for Customer Service Policy may result in disciplinary action up to and including termination.

## DEFINITIONS

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### **Active Living Coordinator - Special Needs/Volunteer Development**

The City of Vaughan designate who liaises with persons with disabilities in the community and ensures the inclusive provision of recreation and culture programs and services.

### **Assistive Devices**

An auxiliary aid such as communication aids, cognition aids, personal mobility aids and medical aids (i.e. canes, crutches, wheelchairs, or hearing aids).

### **Disabilities**

As per the Ontario Human Rights Code, disability means:

- a. any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- b. a condition of mental impairment or a developmental disability;
- c. a learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- d. a mental disorder or;
- e. an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*; (“handicap”)

### **Employees**

Every person who deals with members of the public or other third parties on behalf of the City of Vaughan, whether the person does so as an employee, agent, volunteer or otherwise.

### **Persons with Disabilities**

Individuals who are afflicted with a disability as defined under the Ontario Human Rights Code.

### **Service Animals**

Any animal individually trained to do work or perform tasks for the benefit of a person with a disability.

**Support Persons**

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.

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**REDUCTION/TEMPORARY SUSPENSION OF SERVICES**

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This Accessibility Customer Service Standards policy may not apply during any period "Declared Emergency" as defined under the Emergency Management and Civil Protection Act. In the event that the City declares an emergency, there would be little impact on the Accessibility Customer Service Standards Policy other than a reduction or suspension of overall day-to-day services provided by the City.

Any reduction or suspension of services would be dictated by the nature and scale of the emergency and the resources allocated. (The impacts of the emergency may destroy telecommunications systems; result in travel restrictions that would prevent interpreters from being able to respond to our requests and closure of facilities.)

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**PROVISION OF DOCUMENTATION**

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The City of Vaughan shall upon request, give a copy of the policies, practices and procedures required under the Ontario Regulation 429/07 – Accessibility Standards for Customer Service Policy to any person.

**PRACTICES AND PROCEDURES**

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To implement this Accessibility Standards for Customer Service Policy, City departments shall:

- establish practices and procedures in collaboration with Persons with Disabilities;
- evaluate practices and procedures in collaboration with Persons with Disabilities;
- revise practices and procedures as required on providing goods and/or services to persons with disabilities.

**PROVISION OF GOODS AND SERVICES**

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The City of Vaughan Accessible Customer Service Policy follows four core principles:

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

**What can you do to help people with disabilities access our services?**

- Ask how you can help;
- Offer a variety of methods of communication and how to interact with customers;
- Understand the nature and scope of the service you offer; and,
- Train staff.

**What types of assistive devices are available to people with disabilities at our facilities?**

- Wheelchair ramps at building entrances and in all pools;
- Wheelchair accessible public washrooms and change rooms, including showers, at recreation facilities;
- Wheelchair pool lifts at Woodbridge Pool and Vellore Village Pool;
- Apex Accessible Fitness Equipment at Al Palladini, Father Ermanno Bulfon, Garnet A. Williams and Maple Fitness Centre;
- Trail Rider at Vellore Village Community Centre;
- ON Wave Phonic Ear and Headphones (3) at Civic Centre;
- Shure Receiver/Amplifier at Civic Centre; and
- MOTomed viva 2 at Father Ermanno Bulfon Community Centre.



## Support Persons and Service Animals

Support people assist people with disabilities in a variety of ways, by assisting with communication such as an intervener sign language interpreter, or as a Personal Support Worker providing physical assistance. A support person may also be a volunteer, friend or relative who will assist and support the customer.

Service animals and support persons offer independence and security to many people with various disabilities. "Examples of service animals include dogs used by people who are blind, hearing alert animals for people who are deaf, deafened or hard of hearing, and animals trained to alert an individual to an oncoming seizure and lead them to safety."

Some laws generally prohibit animals in certain areas- such as food preparation areas; however service animals are permitted in most public situations.

### Best practices and procedures for Customer Service:

- Every employee shall use reasonable efforts to allow persons with disabilities to use their own assistive devices to access goods and/or services.
- Every employee shall allow persons with disabilities to be accompanied by their guide dog or service animal unless the animal is excluded by law. Where an animal is excluded by law from the premises, the reason why the animal is excluded shall be explained to the persons with disabilities. Other reasonable arrangements to provide goods and services shall be explored with the assistance of the person with disability.
- When a service animal is unruly or disruptive (jumping on people, biting, or other harmful behaviour) an employee may ask the person with a disability to remove the animal from the area or refuse access to goods or services. Other reasonable arrangements to provide goods or services shall be explored with the assistance of the person with a disability.
- Persons with disabilities may be accompanied by their support person while accessing goods and/or services. Support persons are non-participants allowed free admission to the goods and/or services being accessed by the person with a disability they are accompanying. 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, if any, payable in respect of the support person.

## Physical Disabilities

Physical disabilities include a range of functional limitations from minor difficulties in moving or coordinating one part of the body, through muscle weakness, tremors, and paralysis. Physical disabilities may be congenital such as Muscular Dystrophy; or acquired, such as tendonitis. A physical disability may affect an individual's ability to:

- Perform manual tasks such as holding a pen, turning a key or grip a door knob;
- Move around independently;
- Control the speed or coordination of movements;
- Reach, pull or manipulate objects; and,
- Have strength or endurance.

### Best practices and procedures for Customer Service:

There are many types and degrees of physical disabilities, and not all require a wheelchair. It may be difficult to identify a person with a physical disability.

### Tips for serving customers who have physical disabilities:

- Speak normally and directly to your customer. Don't speak to someone who is with them
- People with physical disabilities often have their own way of doing things. Ask if they would like help.
- Wheelchairs and other mobility devices are part of a person's personal space. Don't touch, move or lean on them.
- Provide your customer information about accessible features of the immediate environment (automatic doors, accessible washrooms, etc.).
- Keep ramps and corridors free of clutter.
- If a counter is too high or wide, step around it to provide service.
- Provide seating for those that cannot stand in line.
- Be patient. Customers will identify their needs to you.

## Deaf, Deafened and Hard of Hearing

Hearing loss may cause problems in distinguishing certain frequencies, sounds or words. A person who is deaf, deafened, or hard-of-hearing may be unable to:

- Use a public telephone;
- Understand speech in noisy environments; and,
- Pronounce words clearly enough to be understood by strangers.

### Best practices and procedures for Customer Service:

Like other disabilities, hearing loss has a wide variety of degrees. Remember, customers who are deaf or hard of hearing may require assistive devices when communicating.

### Tips for serving customers who have hearing disabilities:

- Attract the customer's attention before speaking. The best way is a gentle touch on the shoulder or gently waving your hand.
- Always ask how you may help. Don't shout. Speak clearly.
- Be clear and precise when giving directions, and repeat or rephrase if necessary. Make

sure you have been understood.

- Face the person and keep your hands and other objects away from your face and mouth.
- A person who is deaf people may use a sign language interpreter to communicate- always direct your attention to the person who is deaf, not the interpreter.
- Any personal (e.g. financial) matters should be discussed in a private room to avoid other people overhearing.
- If the person uses a hearing aid, try to speak in an area with few competing sounds.
- If necessary, write notes back and forth to share information.

### **Deaf-Blindness Disabilities**

Deaf-Blindness disabilities are a combination of hearing and vision loss. The result for a person who is deaf-blind is significant difficulty accessing information and performing daily activities. Deaf-blindness interferes with communication, learning, orientation and mobility. People who are deaf-blind communicate using various sign language systems, Braille, telephone devices, communication boards and any combination thereof. Many people who are deaf-blind use the services of an Intervener who relays information and facilitates auditory and visual information and acts as a sighted guide.

#### Best practices and procedures for Customer Service:

Most people who are deaf-blind will be accompanied by an intervener, a professional who helps with communicating.

Interveners are trained in special sign language that involves touching the hands of the client in a two-hand, manual alphabet or finger spelling, and may guide and interpret for their client.

#### Tips for serving customers who are deaf-blind:

- Do not assume what a person can or cannot do. Some people who are deaf-blind have some sight or hearing, while others have neither.
- A customer who is deaf-blind is likely to explain to you how to communicate with them or give you an assistance card or a note explaining how to communicate with them.
- Do not touch or address the service animals – they are working and have to pay attention at all times.
- Never touch a person who is deaf-blind suddenly or without permission unless it's an emergency.
- Understand that communication can take some time- be patient.
- Direct your attention to you customer, not the Intervener.

### **Vision Disabilities**

- Disabilities reduce one's ability to see clearly. Vision disabilities can include a loss of peripheral or side vision, or a lack of central vision, which means the person cannot see straight; very few people are totally blind. Many have limited vision such as tunnel vision, where a person only sees ahead. Some can see the outline of objects while others can see the direction of light. Vision loss may result in:
  - Difficulty reading or seeing faces;
  - Difficulty maneuvering in unfamiliar places;
  - Inability to differentiate colours or distances;
  - A narrow field of vision;
  - The need for bright light, or contrast; and,

- Night blindness.

Best practices and procedures for Customer Service:

Vision disabilities may restrict your customers' abilities to read signs, locate landmarks or see hazards. In some cases, it may be difficult to tell if a person has a vision disability. Others may use a guide dog or white cane.

Tips for serving customers who have vision disabilities:

- Verbally identify yourself before making physical contact.
- If the person uses a service animal- do not touch or approach the animal- it is working.
- Verbally describe the setting, form, location as necessary.
- Offer your arm to guide the person. Do not grab or pull.
- Never touch your customer without asking permission, unless it is an emergency.
- Don't leave your customer in the middle of a room. Show them to a chair, or guide them to a comfortable location.
- Don't walk away without saying good-bye.

## **Intellectual Disabilities**

Intellectual disabilities affect a person's ability to think and reason. It may be caused by genetic factors such as Downs Syndrome, exposure to environmental toxins, such as Fetal Alcohol Syndrome, brain trauma or psychiatric disorders. A person with an intellectual disorder may have difficulty with:

- Understanding spoken and written information;
- Conceptual information;
- Perception of sensory information; and,
- Memory.

Best practices and procedures for Customer Service:

People with intellectual or developmental disabilities may have difficulty doing many things most of us take for granted. These disabilities can mildly or profoundly limit one's ability to learn. You may not be able to know that someone has this disability unless you are told, or you notice the way people act, ask questions or use body language.

As much as possible, treat your customers with an intellectual or developmental disability like anyone else. They may understand more than you think, and they will appreciate you treating them with respect.

Tips for serving customers who have an intellectual or developmental disability:

- Do not assume what a person can or cannot do.
- Use clear, simple language.
- Be prepared to explain and provide examples regarding information.
- Remember that the person is an adult and unless you are informed otherwise, can make their own decisions.
- Be patient and verify your understanding.
- If you can't understand what is being said, don't pretend. Just ask again.
- Provide one piece of information at a time.
- Speak directly to your customer, not to their companion or attendant.

## Speech Disabilities

Speech disabilities involve the partial or total loss of the ability to speak. Typical disabilities include problems with:

- Pronunciation;
- Pitch and loudness;
- Hoarseness or breathiness; and,
- Stuttering or slurring.

### Best practices and procedures for Customer Service:

Some people have problems communicating. It could be the result of cerebral palsy, hearing loss, or another condition that makes it difficult to pronounce words, causes slurring or stuttering, or not being able to express oneself or understand written or spoken language. Some people who have severe difficulties may use communication boards or other assistive devices.

### Tips for serving customers with speech or language impairments:

- If possible communicate in a quiet environment;
- Give the person your full attention. Don't interrupt or finish their sentences;
- Ask them to repeat as necessary, or to write their message;
- If you are able, ask questions that can be answered 'yes' or 'no';
- Verify your understanding; and,
- Have patience, respect and willingness to find a way to communicate are your best tools.

## Learning Disabilities

Learning disabilities include a range of disorders that effect verbal and non-verbal information acquisition, retention, understanding and processing. People with a learning disability have average or above average intelligence, but take in and process information and express knowledge in different ways. Learning disabilities can result in:

- Difficulties in reading;
- Problem solving;
- Time management;
- Way finding; and,
- Processing information.

### Best practices and procedures for Customer Service:

- Learning disabilities are generally invisible and ability to function varies greatly- respond to any requests for verbal information, assistance in filling in forms and so on with courtesy.
- Allow extra time to complete tasks if necessary.

## Mental Health Disabilities

Mental health disabilities include a range of disorders; however, there are three main types of mental health disability:

- Anxiety;
- Mood; and,
- Behavioral.

People with mental health disabilities may seem edgy or irritated; act aggressively; be perceived as pushy or abrupt; be unable to make a decision; start laughing or get angry for no apparent reason.

### Best practices and procedures for Customer Service:

- Treat each person as an individual. Ask what would make him/her the most comfortable and respect his/her needs to the maximum extent possible.
- Try to reduce stress and anxiety in situations.
- Stay calm and courteous, even if the customer exhibits unusual behavior, focus on the service they need and how you can help.

### **Smell Disabilities**

Smell disabilities may involve the inability to sense smells or a hypersensitivity to odours and smells. A person with a smelling disability may have allergies to certain odours, scents or chemicals or may be unable to identify dangerous gases, smoke, fumes and spoiled food.

### **Touch Disabilities**

Touch disabilities may affect a person's ability to sense texture, temperature, vibration or pressure. Touch sensations may be reduced or heightened resulting in a hypersensitivity to touch, temperature, or the opposite, numbness and the inability to feel touch sensations.

### **Taste Disabilities**

Taste disabilities may limit the experience of the four primary taste sensations; sweet, bitter, salty and sour. A person with a taste disability may be unable to identify spoiled food or noxious substances.

### **Other Disabilities**

Other disabilities result from a range of other conditions, accidents, illnesses and diseases including ALS, asthma, diabetes, cancer, HIV/AIDS, environmental sensitivities, seizure disorders, heart disease, stroke and joint replacement.

*Disabilities are not always visible or easy to distinguish.*

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**TERMINOLOGY – SPEAKING ABOUT DISABILITIES**

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The following is an excerpt from the *Ministry of Community and Social Services*.

[[http://www.mcsc.gov.on.ca/mcsc/english/how/howto\\_choose.htm](http://www.mcsc.gov.on.ca/mcsc/english/how/howto_choose.htm)]

“Words can influence and reinforce the public’s perception of people with disabilities. They can create either a positive view of people with disabilities or an indifferent, negative depiction. Here are some general tips that can help make your communication and interactions with or about people with all types of disabilities more successful.

- Use *disability* or *disabled*, not *handicap* or *handicapped*.
- Never use terms such as *retarded*, *dumb*, *psycho*, *moron* or *crippled*. These words are very demeaning and disrespectful to people with disabilities.
- Remember to put people first. It is proper to say *person with a disability*, rather than *disabled person*.
- If you don’t know someone or if you are not familiar with the disability, it’s better to wait until the individual describes his/her situation to you, rather than to make your own assumptions. Many types of disabilities have similar characteristics and your assumptions may be wrong.

## THE CORPORATION OF THE CITY OF VAUGHAN

**The following preferred words and phrases will help you choose language that is neither demeaning nor hurtful. People with disabilities prefer these terms:**

INSTEAD OF	PLEASE USE
Afflicted by cerebral palsy, multiple sclerosis, arthritis, etc.	Person who has cerebral palsy. Person who has multiple sclerosis. Person who has arthritis, etc. Person with a disability.
Aged (the)	Seniors
Autistic	A person with autism. A person who has autism.
Birth defect, congenital defect, deformity	A person who has a congenital disability. A person with a disability since birth.
Blind (the), visually impaired (the)	A person who is blind. A person with a vision disability. A person with vision loss. A person with a visual impairment. A person with low vision.
Brain damaged	A person with a brain injury. A person with a head injury.
Confined to a wheelchair, wheelchair bound	A person who uses a wheelchair.
Crazy, insane, lunatic, psycho, mental, mental patient, maniac, neurotic, psychotic, unsound mind, schizophrenic	A person with a mental health disability. A person who has depression. A person with schizophrenia.
Cripple, crippled, lame	A person with a disability. A person with a mobility impairment.
Deaf (the), hearing impaired (the)	A person who is deaf (person with profound hearing loss who communicates using sign language.) A person who is deafened (deaf later in life.) A person who is hard of hearing (person with hearing loss who communicates primarily by speech.) A person with a hearing loss. When referring to the deaf community and their culture (whose preferred mode of communication is sign language) it is acceptable to use "the Deaf."
Deaf and dumb, deaf mute	A person who is deaf without speech.
Deaf-Blind (the)	Person who is deaf-blind (person who has any combination of visual and auditory impairments.)
Differently Abled	A person with a disability.
Disabled (the)	People with disabilities.



## THE CORPORATION OF THE CITY OF VAUGHAN

INSTEAD OF	PLEASE USE
Elderly (the)	Seniors, older adults.
Epileptic	Person who has epilepsy.
Fits, spells, attacks	Seizures.
Handicapped (the)	Person with a disability. The term handicapped may be used when referring to an environmental or attitudinal barrier as in "a person who is handicapped by a set of stairs leading to the entrance."
Hidden disability	Non-visible disability.
Invalid	Person with a disability.
Learning disabled, learning disordered, the dyslexics	A person with a learning disability or people with learning disabilities.
Mentally retarded, idiot, simple, retarded, feeble minded, imbecile	A person with an intellectual disability. A person with a developmental disability.
Midget, Dwarf	A person of short stature. A person who has a form of dwarfism. A little person. A person diagnosed with "Achondroplasia, SED, or what ever their specific diagnoses is", a form of dwarfism.
Mongoloid, Mongolism	Person with Down Syndrome. One can use this terminology only when it is directly relevant. A person with an intellectual or developmental disability.
Normal	Person who is not disabled. Person who is able bodied. Specifically, a person who is sighted, a hearing person, a person who is ambulatory.
Patient	Person with a disability. The word patient may be used when referring to a relationship between and medical professional and a client.
Physically challenged	Person with a physical disability.
Spastic	Person who has muscle spasms.
Stutterer	A person with a speech impairment or impediment.
Victim of/suffers from/ stricken with cerebral palsy, multiple sclerosis, arthritis, etc.	Person who has cerebral palsy. Person who has multiple sclerosis, etc. Person with a disability.
Visually impaired (the)	A person with a visual impairment. A person with low vision. A person with vision loss. A person with a vision disability.

For additional information visit the *Ministry of Community and Social Services* website at [<http://www.mcsc.gov.on.ca/mcsc>]

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**ADMISSION FEES – ADVANCE NOTICE**

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In the event that admission fees are charged, advance notice concerning what admission, if any, would be charged to a support person shall be posted in a conspicuous place.

**PLANNED DISRUPTION IN SERVICE - NOTICE**

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It is possible that from time to time, there will be disruptions in service, such as an entrance way that is under repair, renovations that limit access to an area, or technology that is temporarily unavailable. If a disruption in service is planned and expected, the City will provide notice and will include information about the reason for disruption, its anticipated duration, and a description of alternative facilities or services, if available.

In the event of a service disruption, alternative methods of service may be considered and those impacted by service interruption shall be informed of any alternative methods.

**UNEXPECTED DISRUPTION IN SERVICE - NOTICE**

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In the event of an unexpected disruption in service, notice may be provided in a variety of ways and will be done as quickly as possible. The City will provide notice and will include information about the reason for disruption, its anticipated duration, and a description of alternative facilities or services, if available.

In the event of a service disruption, alternative methods of service may be considered and those impacted by service interruption shall be informed of any alternative methods.

**TRAINING**

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- Every provider of goods or services shall receive training on the following:
  - a. purposes of the *Accessibility for Ontarians with Disabilities Act, 2005*;
  - b. City policies, practices and procedures relating to the requirements under Ontario Regulation 429/07 – Accessibility Standards for Customer Service;
  - c. how to interact and communicate with persons with various types of disability;
  - d. 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;
  - e. 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; and,
  - f. what to do if a person with a particular type of disability is having difficulty accessing the provider’s goods or services.
- Every person who deals with the public on behalf of the City of Vaughan, including third parties i.e. employees, agents, volunteers, management.
- Current employees, agents, volunteers, management, etc. shall receive training by January 1, 2010.
- New employees, agents, volunteers, management, etc. shall receive training as soon as “practicable”, after being assigned.
- Ongoing training on changes to policies, procedures, and new equipments shall be provided.
- The method and amount of training shall be geared to the trainee’s role in terms of accessibility.

**Training Records**

Training records shall be kept, including the dates when the training is provided, content of training and the number of individuals to whom the training was provided.

**FEEDBACK**

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Feedback from our customers gives the City of Vaughan opportunities to learn and improve. The City of Vaughan recognizes the right of our customers to make a complaint, compliment or make suggestions on ways to improve our services.

To assist the City of Vaughan in ensuring that the delivery of goods and service to those with disabilities is provided in an effective and timely manner, the customer is invited to provide their feedback.

**REVIEW AND AMENDMENTS**

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The Active Living Coordinator - Special Needs/Volunteer Development shall be responsible for the review process and any subsequent amendments to this policy document. Review and amendments shall take place within the **first year of each term of Council**.

**SAMPLE FORMS**

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1. Notice – Admission Fees
2. Notice – Expected Service Disruption
3. Notice – Unexpected Disruption in Service
4. Notice – Training Record
5. Pamphlet - Understanding Accessible Customer Service





## **NOTICE**

### **ADMISSION FEES**

Admission fee shall be charged to a "support person" accompanying persons with disabilities. The cost will be \$\_\_\_\_\_.

#### **DEFINITIONS:**

- **"Persons with Disabilities"** shall mean those individuals that have a disability as defined under the Ontario Human Rights Code.
- **"Support persons"** shall mean any person whether a paid professional, volunteer, family member, 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.



# NOTICE SERVICE DISRUPTION

There will be a scheduled service disruption at the \_\_\_\_\_. The disruptions will be from \_\_\_\_\_ until \_\_\_\_\_.

These disruptions include:

- \_\_\_\_\_
- \_\_\_\_\_

The following alternative services are available:

---

On behalf of the City of Vaughan, we would like to thank you for your patience in this matter.

For questions or additional information contact:  
phone #; email, and fax#



# NOTICE SERVICE DISRUPTION

There is currently an unexpected service disruption. The estimated time of the service disruption will be from \_\_\_\_\_ to \_\_\_\_\_.

These disruptions include:

- \_\_\_\_\_
- \_\_\_\_\_

The following alternative services are available:

---

On behalf of the City of Vaughan, we would like to thank you for your patience in this matter.

For questions or additional information contact:  
phone #; email, and fax#





## CUSTOMER FEEDBACK FORM

Thank you for visiting a City of Vaughan facility. We value all of our customers and strive to meet everyone's needs.

Your feedback is important to us. By answering the following questions you will help our organization to better assist you.

1	Date and time of your visit:	
2	Did we respond to your customer services needs today?	<input type="checkbox"/> Yes <input type="checkbox"/> No
3	Was our customer service provided to you in an accessible manner?	<input type="checkbox"/> Yes <input type="checkbox"/> Somewhat <input type="checkbox"/> No (please explain below)
4	Did you encounter any problems in accessing our goods and services?	<input type="checkbox"/> Yes (please explain below) <input type="checkbox"/> Somewhat (please explain below) <input type="checkbox"/> No

Please add any other comments you may have:

Contact information (optional):

---

Thank you,  
Management



# comments

## we welcome any comments

**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 or services to people with disabilities. Comments can be directed to:

The City Clerks office

**Email:** [clerks@vaughan.ca](mailto:clerks@vaughan.ca)

**Telephone:** 905.832.2281

**Mail:** City of Vaughan, 2141 Major Mackenzie Drive, Vaughan, ON L6A 1T1

The comments will be reviewed by staff, and where applicable by the Vaughan Accessibility Advisory Committee (VAAC). An annual report on the nature and results of the comments and feedback will be made by the Active Living Coordinator – Special Needs/Volunteer Development to the VAAC.

CS09026

## Accessible Standards for Customer Service Policy

The City of Vaughan provides goods or 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.
- Persons with disabilities may be accompanied by their guide dog or service animal unless the animal is excluded by law. Where a service animal is excluded by law, other reasonable arrangements to provide goods and services shall be explored with the assistance of the person with a disability.



*A complete copy of the City of Vaughan Accessibility Standards for Customer Service Policy is available upon request by contacting the City Clerks office.*



# accessibility

## 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 public, private and voluntary sectors.

## AODA Accessibility Standards

- customer service (Reg.On.429/07)
- information and communication
- transportation
- build environment
- employment

The first of five Accessibility Standards is Customer Service detailing specific requirements for all service providers regarding provision of goods and services for person 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, services animals and support persons
- developing a communication strategy for temporary 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.

## CUSTOMER SERVICE



# accessibility can produce big smiles



**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** The mission of the City of Vaughan is 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 principles;

- The goods or services will be provided in a manner that respects the dignity and independence of persons with disabilities.
- The provision of goods or services to persons with disabilities, and others, will be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or services.

- Persons with disabilities will be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services.
- Persons with disabilities may use personal assistive devices and/or support persons in the access of goods and services.
- That 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.
- VAAC has been working on barrier free solutions since 2003 and will continue by expanding these initiatives out to the community.
- VAAC follows and is guided by the Ontarians with Disabilities Act (ODA) and Accessibility for Ontarians with Disabilities Act (AODA).
- VAAC provides advice to City of Vaughan Council, staff and its community on matters related to accessibility.
- VAAC creates awareness and promotes a barrier free Community.