



Township of South Glengarry
Annual Accessibility Status Report
2021

Introduction

The Township of South Glengarry plays a critical role in ensuring that people with disabilities have the opportunity to interact and contribute to the community. We strive to meet the needs of employees, residents and customers with disabilities and are working towards removing and preventing barriers to accessibility.

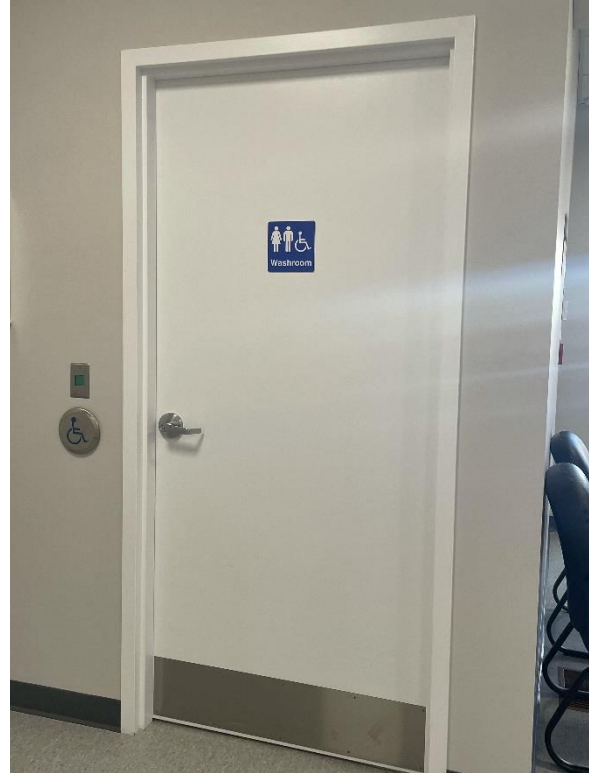
Our organization is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act. Pursuant to O. Reg. 191/11: Integrated Accessibility Standards Section 4(3), our organization is required to prepare an annual status report on the progress of measures taken to implement our Accessibility Plan and to post the report on our website. The report is also available in an accessible format upon request.

Achievements to Remove and Prevent Barriers

Since the adoption of our 2020-2025 Multi-Year Accessibility Plan, the Township of South Glengarry has implemented a number of projects and programs to improve accessibility for people with disabilities and to meet the requirements of applicable legislation.

Most notably in 2021, the Township's Municipal Office, located in Lancaster, underwent an extensive renovation, which resulted in the addition of several new accessible features in the building including the addition/installation of an accessible public washroom as well as an accessible customer service counter (pictured below).





Additional accessibility achievements include:

Customer Service

- Updated Accessibility Standards for Customer Service policy.
- Installation of accessible customer service desk at the main office.
- Implementation of Cloud Permit building permit software, online payment platform and digital signatures to offer residents a means of conducting business without having to physically attend the Township office.

Information and Communications

- Communications staff have received training for creating accessible documents.
- Addition of "Form Builder" component on the Township website for the creation of online forms.

Employment

- Implementation of HR Downloads program, where staff are able to complete annual training on Accessibility which can be tracked and monitored for compliance.

Design of Public Spaces

- Municipal office renovation – installation of publicly accessible washroom and accessible customer service desk.
- Accessible updates to washrooms in various community facilities.
- Significant updates to Glengarry Nor'Westers and Loyalist Museum including door, installation of ramp and accessible washroom.

Strategies and Actions Planned for 2020-2025

Appendix "A" outlines the projects and programs the Township of South Glengarry plans to complete between 2020 to 2025 to meet the requirements of the Accessibility for Ontarians with Disabilities Act and to remove and prevent barriers to people with disabilities.

Appendix "B" updates the Implementation Plan for Facilities and Infrastructure.

Appendix "C" is the updated Accessibility Standards for Customer Service Policy, in draft form, for the Committee's review and feedback.

Appendix 'A' IASR Compliance Plan

CUSTOMER SERVICE STANDARD	ACTION(S)	2021 UPDATE
Develop, implement and maintain policies governing its provision of goods, services, facilities to persons with disabilities.	<ul style="list-style-type: none"> Existing "Accessibility Standards for Customer Service" policy to be reviewed and updated. 	<ul style="list-style-type: none"> Reviewed and updated in 2021
Use of service animals and support persons.	<ul style="list-style-type: none"> Existing "Accessibility Standards for Customer Service" includes provisions for service animals and support persons. Policy to be reviewed and modified as necessary to reflect changes to the Act and/or Regulations. 	<ul style="list-style-type: none"> Completed, ongoing review
Notice of temporary disruptions	<ul style="list-style-type: none"> Procedure for service disruption notification is included in "Accessibility Standards for Customer Service" policy and will be reviewed and modified as required. 	<ul style="list-style-type: none"> Completed, ongoing review
Train staff, volunteers and others who provide goods/services/facilities on behalf of the Township about providing goods services to people with disabilities.	<ul style="list-style-type: none"> Continue to ensure all new hires complete applicable training. Train volunteers and others who provide services on behalf of the municipality. Complete annual training updates for existing staff members. 	<ul style="list-style-type: none"> All staff completed updated training in 2021.
Establish a process for receiving and responding to feedback.	<ul style="list-style-type: none"> Update "Accessibility Standards for Customer Service" policy to reflect new mediums for providing feedback. Establish a method for tracking feedback received. 	<ul style="list-style-type: none"> Policy updated in 2021 (in draft form, to be approved by Council)
Provide or arrange for documents or information to be made available in accessible formats or with communication supports.	<ul style="list-style-type: none"> Continue to provide accessible documents and communication supports as requested. 	<ul style="list-style-type: none"> Ongoing

INFORMATION & COMMUNICATION STANDARD	ACTION	2021 UPDATE
Establish a procedure for receiving and responding to feedback.	<ul style="list-style-type: none"> • Procedure is in place and will be reviewed and modified as required. 	<ul style="list-style-type: none"> • Ongoing
Provide or arrange for documents or information to be made available in accessible formats or with communication supports.	<ul style="list-style-type: none"> • Procedure is in place for accessible documents and communication supports. • Staff to ensure that “accessible formats available upon request” is made available on print documents (ongoing). • To be reviewed and modified as required. 	<ul style="list-style-type: none"> • Ongoing
Where emergency procedures, plan and/or public safety information is available to the public, provide in accessible format or communication supports upon request.	<ul style="list-style-type: none"> • Procedure is in place for accessible documents and communication supports. • To be reviewed and modified as required. 	<ul style="list-style-type: none"> • Ongoing
Accessible website and web content.	<ul style="list-style-type: none"> • Website refresh in 2019 has brought the overall design of the Township website into compliance with accessibility standards. • Work towards converting all PDFs on the Township website to accessible PDFs. • Educate staff on the requirement for accessible documents and web content. 	<ul style="list-style-type: none"> • Communication s staff have completed training on creating accessible documents. • Continued monitoring of website.
Standards review	<ul style="list-style-type: none"> • Continue to monitor changes to legislation and modify materials as required. 	<ul style="list-style-type: none"> • Ongoing
EMPLOYMENT STANDARD	ACTION	2021 UPDATE
Recruitment, selection and notification	<ul style="list-style-type: none"> • Regularly review our Human Resources Policy Manual to prevent or remove systemic employment barriers. • Job postings will continue to include wording advising that 	<ul style="list-style-type: none"> • Ongoing

	<p>accommodations are available for the recruitment process.</p> <ul style="list-style-type: none"> • Candidates 	
Accessible formats and communication supports for employees	<ul style="list-style-type: none"> • Continue to consult with employees to provide or arrange for accessible formats and communications supports as requested. 	<ul style="list-style-type: none"> • Ongoing
Workplace emergency response information	<ul style="list-style-type: none"> • Amend HR Policy Manual to include provision to provide employees with an individualized workplace emergency response plan upon request. 	<ul style="list-style-type: none"> • Planned for first quarter of 2022
Documented individual accommodation plans	<ul style="list-style-type: none"> • Amend HR Policy Manual to include development of individual accommodation plans for employees with disabilities. 	<ul style="list-style-type: none"> • Planned for first quarter of 2022
Return to work process	<ul style="list-style-type: none"> • Return to work process included in HR Policy Manual. 	<ul style="list-style-type: none"> • To be reviewed in 2022
Performance management, career development and redeployment	<ul style="list-style-type: none"> • Continue to support employee development through learning opportunities. 	<ul style="list-style-type: none"> • Ongoing
Standards review	<ul style="list-style-type: none"> • Monitor changes to legislation and modify training materials as required. 	<ul style="list-style-type: none"> • Ongoing
DESIGN OF PUBLIC SPACES STANDARD	ACTION	2021 UPDATE
Consultation	<ul style="list-style-type: none"> • Consult with the SDG Accessibility Committee and public when designing public space such as: <ul style="list-style-type: none"> ○ Recreational Trails ○ Outdoor Play Spaces ○ Public Parking 	<ul style="list-style-type: none"> • Committee member consulted on office renovation project • Ongoing.
Recreational Trails and Beach Access Routes	<ul style="list-style-type: none"> • Upgrades to certain trails have been completed (Glen Walter Regional Park, Ken Barton Park, Peanut Line). 	<ul style="list-style-type: none"> • Ongoing
Outdoor Public Access Eating Areas	<ul style="list-style-type: none"> • Accessible picnic tables are available in outdoor public eating areas. 	<ul style="list-style-type: none"> • Ongoing

	<ul style="list-style-type: none"> • Ramps have been installed in parks where picnic shelters are located (Glen Walter Regional Park, Smithfield Park) • Availability of accessible eating areas will continue to be monitored and any newly created spaces with eating areas will include barrier-free options. 	
Outdoor Play Spaces	<ul style="list-style-type: none"> • Glen Walter play structure to be replaced and include barrier-free components. 	<ul style="list-style-type: none"> • Concept plan for new accessible play structure complete and approved for 2022 implementation
Exterior Paths of Travel	<ul style="list-style-type: none"> • Continue to apply all technical requirements and design standards when constructing new or redeveloping existing paths of travel (ie. curbs, curb ramps, pathways, etc.) 	<ul style="list-style-type: none"> • Ongoing
Accessible Parking	<ul style="list-style-type: none"> • The Township will continue to apply requirements for accessible parking spaces for future developments. • Ensure that accessible parking spaces at Township/public facilities are properly marked and signed. • Work with local businesses to encourage the development of accessible parking spaces. 	<ul style="list-style-type: none"> • Ongoing
Obtaining Services	<ul style="list-style-type: none"> • Township will apply required standards when renovating service counters and public waiting areas. 	<ul style="list-style-type: none"> • Municipal office service counter
Maintenance Planning	<ul style="list-style-type: none"> • The Township will communicate emergency maintenance procedures and disruptions through the Township's website, social 	<ul style="list-style-type: none"> • Ongoing

	media and signage at appropriate locations.	
Legislative Review	<ul style="list-style-type: none"> • Continuous review of requirements for the Design of Public Spaces Standard. • Staff participate in training sessions when offered by Accessibility Ontario and other government organizations. 	<ul style="list-style-type: none"> • Ongoing

Appendix 'B' – Updated Facilities Implementation Plan

1. Bainsville Women's Institute Park

Bainsville, Ontario

Barrier	Strategies for Removal or Prevention	Projected Completion Date	2021 Update
Entrance	Widen path to accommodate wheelchairs	2020	Suggested to remove this item (not really a "park" and is not accessed by the public.

2. Bernie McDonell Memorial Park

Lancaster Heights, Ontario

Barrier	Strategies for Removal or Prevention	Projected Completion Date	2021 Update
Entrance	Widen path to accommodate wheelchairs	2020	Revise completion date to 2024 to coincide with bridge replacement
Wooden Bridge	Widen to accommodate wheelchairs	2024	

3. Char-Lan Recreation Centre

19740 John Street, Williamstown, Ontario

Barrier	Strategies for Removal or Prevention	Projected Completion Date	2021 Update
Light switches inaccessible	Switches to be lowered in washrooms or motions sensors installed.	2014	Complete
Entrance	Install automated doors at entrance.	2018	Complete

4. Empey-Poirier Park

6085 Vine Street, Glendale, Ontario

Barrier	Strategies for Removal or Prevention	Projected Completion Date	2021 Update
No parking lot (park on grass)	Paved parking lot (with accessible parking space) and larger driveway in.	2024	Complete
No pathways	Paved pathways	2024	
No wheelchair access to playground, rink etc.	Paved pathways	2024	
Only 2 benches	Install additional benches	2015	Complete

5. Glen Walter Regional Park

6626 Wine Crescent, Glen Walter, Ontario

Barrier	Strategies for Removal or Prevention	Projected Completion Date	2021 Update
Parking lot not paved	Paved parking lot	2024	
No pathways to soccer fields, play structure, tennis courts, volleyball court, basketball court, etc.	Paved pathways	2015	Complete
Shaded area not accessible	Install ramp	2013	Complete
Ladies accessible washroom – no handle bars	Install bars	2013	Complete
Ladies Washroom – no pull levers on sink and pipes under sink not covered	Insert pull levers and cover pipes	2020	Revise completion date to 2022
Ladies Washroom – tower dispenser too high	Lower dispenser	2020	Revise completion date to 2022

Men's Washroom – exterior access to washroom not wheelchair accessible	Paved pathway to washroom	2020	Revise completion date to 2022
Men's Washroom – no pull levers on sink and pipes under sink not covered	Insert pull levers and cover pipes	2020	Revise completion date to 2022
Men's Washroom – no handlebars above and beside toilet	Install handlebars	2020	Revise completion date to 2022

*The suggested revision date for the washroom updates is due to the washrooms having been closed/winterized for the remainder of 2021.

6. Green Valley Community Centre

4159 MacKinnon Street, Green Valley, Ontario

Barrier	Strategies for Removal or Prevention	Projected Completion Date	2021 Update
No accessible parking space	Front parking space to be signed accessible	2013	Complete
Entrance (small groove)	Flatten down	2013	Complete
Light switches and paper towel dispenser too high	Lower switches or install motion sensors, lower dispenser	2014	Complete
No door handle on accessible stall in men's washroom	Install handle	2020	Complete
Ladies Washroom – no handle bars above or beside toilet	Install bars	2020	Complete
Entrance – non-accessible doors	Install automatic doors	2018	Complete

7. Green Valley Park

4159 MacKinnon Street, Green Valley, Ontario

Barrier	Strategies for Removal or Prevention	Projected Completion Date	2021 Update
Arena area, not wheelchair accessible	Pathways	2024	
Soccer fields, baseball diamond not wheelchair accessible	Pathways	2024	
No accessible parking space	Front parking space with accessible parking sign	2013	Complete
Pavement to walk from parking lot to tennis courts very rough, not wheelchair friendly	Clear the rocks, smooth out big ruts and bumps	2015	Ongoing (Annual)

8. Jack Danaher Park

21491 MacCuaig Drive, Bainsville, Ontario

Barrier	Strategies for Removal or Prevention	Projected Completion Date	2021 Update
Parking lot	Paved parking lot	2024	
Play area not wheelchair friendly	Paved pathways	2015	N/A (play structure removed)
Fireplace area not wheelchair friendly	Benches/pathway to fire	2024	
No access ramp from change room to community centre	Install ramp	2014	Complete
Countertop too high	Lower countertop	2024	
Gaps between boards – unsafe	Fill in gaps	2013	Inspected Annually
No assistant bars behind toilets	Install assistant bars	2020	Complete

(ladies and men's washrooms)			
Sink pipes not covered in washrooms	Cover pipes	2020	Revise to 2022
Paper towel/soap dispenser too high	Lower dispensers	2020	Complete
Men's Washroom – no pull levers	Install pull levers	2020	Revise to 2022
Entrance door loose	Tighten handle	2020	Complete
Entrance not accessible (step)	Install ramp	2024	
Railing along walkway	Install railing	2024	

9. Kenneth Parton Senior Park

4852 County Road 20, Martintown, Ontario

Barrier	Strategies for Removal or Prevention	Projected Completion Date	2021 Update
Entrance	Widen path to accommodate wheelchair	2014	Complete

10. Lan-Char Medical Centre

20 Victoria Street, Lancaster, Ontario

Barrier	Strategies for Removal or Prevention	Projected Completion Date	2021 Update
No accessible parking	Provide accessible parking/lines to be marked	2013	Complete
Outside lighting is insufficient (near dentist office)	Fix lighting	2013	Complete
No accessible signage	Add signage	2013	Complete
Lip at entrance or dentist office	Fix entrance	2013	Complete

Light switches inaccessible	Lower switches in washrooms or add motion sensor	2020	Revise to 2022
-----------------------------	--	------	----------------

11. Martintown Community Centre/Park

4850 County Road 20

Barrier	Strategies for Removal or Prevention	Projected Completion Date	2021 Update
Upgrades in 2016	Accessible play structure and walkways	2016	Complete

12. Nor'Westers and Loyalist Museum

19651 County Road 17, Williamstown, Ontario

Barrier	Strategies for Removal or Prevention	Projected Completion Date	2021 Update
No parking lot	Create designated parking spot on street.	2024	
Side entrance not wheelchair friendly	Install ramp	2013	Complete
Doorway entrance (small groove)	Smooth down to no bump	2020	Complete
Upstairs not accessible (stairs)	Elevator or escalator (Investigating video monitoring solution)	On Hold	
Grooves in floorboards	Smooth down	2020	On Hold
Emergency exit needs small ramp	Install ramp	2020	Complete
No assistant bars above and alongside toilets	Install bars	2019	Complete
Mirror not tilted	Install tilted mirrors	2019	Complete
Pipes under sinks are visible	Cover pipes	2019	Complete
Paper towel dispenser too high	Lower dispenser	2019	Complete

13. North Lancaster Optimist Club Hall & Park

4837 2nd Line Road, North Lancaster, Ontario

Barrier	Strategies for Removal or Prevention	Projected Completion Date	2021 Update
Construction meets ODA requirements			Complete

14. Paul Rozon Park

19715 County Road 17, Williamstown, Ontario

Barrier	Strategies for Removal or Prevention	Projected Completion Date	2021 Update
Step up to enter building	Install ramp	2014	Complete
Approach to deck not wheelchair friendly	Grading/finer granular	2014	Complete
No access to playground	Paved pathways	2020	Recommend to remove
No access to ball diamond	Paved pathways	2020	Recommend to remove
Access to rink not wheelchair friendly	Paved pathways	2014	Complete
Skate pads	Seasonal problem – edges could be tapered	2014	Complete
Parking lot is gravel – not wheelchair friendly	Paved parking lot	2024	
Washroom – no pull levers	Install pull levers	2020	Complete
Pipes under sink	Cover pipes	2020	2022

15. Smithfield Park

119 Military Road, Lancaster, Ontario

Barrier	Strategies for Removal or Prevention	Projected Completion Date	2021 Update
Baseball diamond not wheelchair accessible	Paved Pathway	2015	N/A (no longer there)
Roadway to park needs to be paved	Pavement	2024	
No access to shaded building area	Pathway and small ramp required	2015	Complete
Play area not wheelchair accessible	Paved pathways	2015	Complete
No path to the ramp at the play structure	Paved pathway	2015	Complete

16. Township of South Glengarry Municipal Office

6 Oak Street, Lancaster, Ontario

Barrier	Strategies for Removal or Prevention	Projected Completion Date	2021 Update
Outdoor lighting is insufficient	Add lighting near ramp	2013	Complete

17. Williamstown Office (Celtic Music Hall of Fame)

19687 William Street, Williamstown, Ontario

Barrier	Strategies for Removal or Prevention	Projected Completion Date	2021 Update
No accessible parking space	Provide accessible parking	2020	2022
Lighting is insufficient	Fix lighting	2020	2024
No accessibility signage	Add signage	2020	2024
Exterior door not wide enough	Consult with CBO	2024	

Light switches not accessible	Lower switches or add motion sensor lighting	2021	2022
Bathroom door handles not lever style	Install lever handles	2020	2022
Toilet placement unsatisfactory	Install new toilet when needed	2020	2024 (not needed)
Clearance beneath sink	Correct when new sink installed	2020	2024
Towel dispenser inaccessible	Relocate towel dispenser	2020	2022
Soap dispenser not accessible	Relocate soap dispenser	2020	2022
Mirror placement	Relocate/adjust mirror	2020	2022
Cup dispenser in washrooms	Install cup dispenser	2020	2022

Appendix C – Accessibility Standards for Customer Service Policy

South Glengarry				POLICY	
Policy Number:	01-2022	Review Frequency:	2 Years		
Approved By:	Council of the Township of South Glengarry	Date Approved:			
		Revision Date:			
Subject:	Accessibility Standards for Customer Service				

1. POLICY STATEMENT

1.1. In providing accessible customer service the Township of South Glengarry shall use reasonable efforts to ensure that policies and procedures are consistent with the following principles in accordance with O. Reg. 191/11 Integrated Accessibility Standards:

1.1.1. Goods and services will be provided in a manner that respects the dignity and independence of persons with disabilities.

1.1.2. The provision of goods and services to persons with disabilities, and others, will be integrated, unless an alternative 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.

1.1.3. Persons with disabilities will be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services.

1.1.4. Persons with disabilities may use assistive devices and/or support persons in the access of goods and services.

1.1.5. Township of South Glengarry employees will communicate with persons with a disability in a manner that takes into account the person's disability.

2. APPLICATION

- 2.1. This policy applies to every person who deals with members of the public or other third parties on behalf of the Township of South Glengarry whether the person does so as an employee, agent, volunteer, or otherwise.

3. LEGISLATIVE AUTHORITY

- 3.1. The *Accessibility for Ontarians with Disabilities Act, 2005* was enacted to develop, implement, and enforce accessibility for Ontarians with disabilities and with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises and to provide for the involvement of persons with disabilities in the development of accessibility standards.
- 3.2. The Integrated Accessibility Standards Regulation (IASR) establishes accessibility standards and requirements in the areas of information and communications, employment, transportation, design of public spaces and customer service.
- 3.3. The IASR applies to all public, private and not-for-profit organizations with at least one employee.

4. DEFINITIONS

- 4.1. “Accessible Formats” may include, but is not limited to, large print, recorded audio and electronic format, and other formats usable by persons with disabilities.
- 4.2. “Assistive Devices” shall mean an auxiliary aid such as communication aids, cognition aids, personal mobility aids and medical aids (ie. canes, crutches, wheelchairs or hearing aids).
- 4.3. “Guide Dog” shall mean a guide dog as defined in section 1 of the *Blind Persons’ Rights Act*.
- 4.4. “Disability” shall mean a disability as defined under the Ontario Human Rights Code.
- 4.5. “Service Animal” shall mean an animal described in subsection (4) of O. Reg. 191/11 section 80.45 (4).
- 4.6. “Support Person” shall mean, in relation to a person with a disability, another person who accompanies them in order to help with communication, mobility, personal care or medical needs or with access to goods, services or facilities.

5. GUIDING PRINCIPLES

- 5.1. The Township of South Glengarry considers the following guiding principles in the implementation of accessible customer service:

- 5.1.1. **Dignity:** provide service in a way that allows the person with a disability to maintain self-respect and the respect of other people.
- 5.1.2. **Independence:** a person with a disability is allowed to do things on their own without unnecessary help or interference from others.
- 5.1.3. **Integration:** provide service in a way that allows the person with a disability to benefit from the same services, in the same place, and in the same or similar way as other customers, unless a different way is necessary to enable them to access goods, services or facilities.
- 5.1.4. **Equal Opportunity:** provide service to a person with a disability in such a way that they have an equal opportunity to access goods, services or facilities as what is given to others.

6. POLICIES, PRACTICES AND PROCEDURES

6.1. When serving individuals with disabilities, employees will:

- 6.1.1. Consider, "What can I do to help people with disabilities access our services?"
- 6.1.2. Ask the individual, "How can I help?"
- 6.1.3. Communicate with persons with disabilities in a manner that takes into account their disability.
- 6.1.4. Offer a variety of methods of communication.
- 6.1.5. Understand the nature and scope of the services offered.

6.2. Assistive Devices

- 6.2.1. Every employee shall use reasonable efforts to allow persons with disabilities to use their own assistive devices to access goods and services.
- 6.2.2. The Township will evaluate and address any risks or dangers for customers entering our premises with assistive devices.

6.3. Use of Service Animals and Support Persons

- 6.3.1. If a person with a disability is accompanied by a guide dog or service animal, the Township will ensure that the person is permitted to enter the premises with the animal and to keep the animal with them, unless the animal is otherwise excluded by law from the premises.
- 6.3.2. If a service animal is excluded by law from the premises, the Township will ensure that other measures are available to enable a person with a disability to obtain, use or benefit from the Township's goods, services or facilities.

6.3.3. If a person with a disability is accompanied by a support person, the Township will ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises.

6.3.4. The Township may require a person with a disability to be accompanied by a support person when on the premises if a support person is necessary to protect the health and safety of the person with a disability or others on the premises and there is no other reasonable way to do so.

6.3.5. In the event that admission fees are charged, there will be no charge to a support person.

6.4. Notice of Temporary Disruptions

6.4.1. At times accessibility features or services require repair or are temporarily out of service (ie. an elevator, ramp, accessible washroom).

6.4.2. When this happens, notice will be provided on the Township website, signs posted at the affected site and, if suitable and time permits, advertised in a local newspaper.

6.4.3. The notice shall include the reason for the disruption, its anticipated duration and a description of alternate facilities or services, if any, that are available.

6.5. Training for Staff

6.5.1. Township employees shall receive accessible customer service training, which will be documented by the HR Advisor.

6.5.2. The training shall include a review of the purposes of the Integrated Accessibility Standards Regulation. The training shall address the following matters:

6.5.2.1. How to interact and communicate with persons with various types of disability.

6.5.2.2. 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.

6.5.2.3. How to use equipment or devices available on Township premises or otherwise provided by the Township that may help with the provision of goods, services, or facilities to a person with a disability.

6.5.2.4. What to do if a person with a particular type of disability is having difficulty accessing the Township's goods, services or facilities.

6.5.3. Employees shall receive training as soon as practicable upon hiring.

6.6. Format of Documents

- 6.6.1. The Township, on request, shall provide a copy of a document in a different format than available to accommodate a person with a disability in a timely manner that takes into account the person's accessibility needs and at a cost that is no more than the regular cost charged to other persons.
- 6.6.2. The Township shall consult with the person making the request in determining the suitability of an accessible format or communication support.

6.7. Feedback

- 6.7.1. The Township welcomes feedback from customers as a means to learn and improve upon customer service delivery.
- 6.7.2. Individuals are encouraged to make suggestions for improvement and the Township recognizes the right of customers to make a complaint.
- 6.7.3. Complaints shall be submitted in writing, in person, by e-mail, telephone or any other agreed upon method addressed to the Clerk at:

6 Oak Street, Lancaster, Ontario, K0C 1N0

E-mail: clerk@southglengarry.com

Phone: (613) 347-1166

- 6.7.4. The Clerk will respond and acknowledge receipt of feedback and will set out the action to be taken in response to any complaints or suggestions.
- 6.7.5. Feedback will be used to assist with the revision of policies and procedures to provide accessible customer service.

7. POLICY ADMINISTRATION AND REVIEW

- 7.1. This policy shall be administered by the Director of Corporate Services/Clerk.
- 7.2. This policy will be reviewed every two (2) years or as required based on revisions to corporate practices or provincial legislation.