



# Township of South Glengarry Multi-Year Accessibility Plan

Adopted March 2020

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## **Statement of Commitment**

The Township of South Glengarry is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act and Ontario's accessibility laws.

## **Publication of the Plan**

The Township of South Glengarry's Accessibility Plan will be available on the municipal website ([www.southglengarry.com](http://www.southglengarry.com)). Paper copies of the plan are available in regular font size and larger print at the municipal office. The Township is pleased to provide documents in alternate formats on request.

## **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. This accessibility plan outlines the steps the Township of South Glengarry is taking to meet those requirements and to improve opportunities for people with disabilities.

This plan shows how the Township of South Glengarry will play its role in making Ontario an accessible province for all Ontarians.

## **Why Accessibility?**

- By 2031, over 6 million people in Ontario will be either living with a disability or be 55 years of age and over.
- Accessibility not only helps people with disabilities, it also benefits seniors and families with young children.
- By learning how to better serve people with disabilities, services will be improved for everyone.
- It's just the right thing to do!

## **Legislation**

### **Ontarians with Disabilities Act, 2001**

The purpose of the Ontarians with Disabilities Act (ODA) is to improve opportunities for persons with disabilities and to provide for their involvement in the identification, removal and prevention of barriers to their full participation in the life of the province.

### **Accessibility for Ontarians with Disabilities Act, 2005**

The Accessibility for Ontarians with Disabilities Act (AODA) was enacted in order to develop, implement and enforce accessibility standards to achieve accessibility for Ontarians with disabilities 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 the accessibility standards.

### **Integrated Accessibility Standards Regulation 191/11**

The Integrated Accessibility Standards Regulation (IASR) establishes accessibility standards and introduces requirements in the following areas:

- Information and communications
- Employment
- Transportation
- Design of public spaces
- Customer service

The IASR applies to all public, private and not-for-profit organizations with at least one employee.

## **Past Achievements to Remove and Prevent Barriers**

Since the adoption of our previous Accessibility Plan in 2013, 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 the Accessibility for Ontarians with Disabilities Act.

### **Customer Service**

- The Township of South Glengarry has adopted Accessibility Standards for Customer Service and continues to remain in compliance with this standard.
- We have expanded the ability for individuals to submit feedback by adopting a Corporate Complaints Policy, which allows complaints to be submitted in a variety of mediums (in-person, by telephone, e-mail, written).
- A Feedback feature has also been added to the Township's website, allowing individuals to submit feedback through the website.

- In 2018 all employees received updated Accessibility training and all new employees are required to complete the training.
- During the 2018 Municipal Election, an Accessibility Plan was developed and implemented to ensure an accessible election for all eligible voters, including alternate voting methods (internet and telephone).

### **Information and Communications**

- In 2019 the Township of South Glengarry launched a refreshed website. The new website interface is accessible and in compliance with AODA requirements.
- The new website also features a built-in accessibility checker function which allows Township staff to maintain accessibility standards as changes are made to the website.
- The Township continues to offer to provide documents in alternative formats on request.

### **Employment**

- The Township of South Glengarry continues meet employment standards and expresses the ability to accommodate throughout the recruitment process for all Township employment opportunities.

### **Design of Public Spaces**

- In 2018 the Tax Payment service counter was modified to accommodate persons with disabilities.
- Throughout the 2018 municipal election, Accessibility Checks were completed three times daily to ensure the voting centre was accessible and to identify/remove any potential barriers for voters.
- In 2016 the Township adopted an Age Friendly Community Action Plan, which includes recommendations to facilitate access to services, including physical access to and usability of facilities and spaces.
- Recent accessibility upgrades to parks throughout the Township included:
  - Ken Barton Park (Martintown): installation of barrier-free walkways, gardens and picnic areas.
  - Martintown Community Park: installation of play structure with barrier-free components.
  - Smithfield Park (Lancaster): installation of ramp to picnic shelter.
  - Glen Walter Regional Park: rebuilt ramp to picnic shelter and repaved trails.

## **Strategies and Actions Planned for 2020-2025**

Appendix “A” outlines the projects and programs the Township of South Glengarry plans 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 from the 2013 Accessibility Plan.

### **For More Information**

For more information on this accessibility plan, please contact the Township Clerk:

6 Oak Street  
Lancaster, Ontario K0C 1N0  
(613) 347-1166  
[clerk@southglengarry.com](mailto:clerk@southglengarry.com)

## Appendix 'A' IASR Compliance Plan

CUSTOMER SERVICE STANDARD	ACTION(S)	COMPLETION DATE
Develop, implement and maintain policies governing its provision of goods, services, facilities to persons with disabilities.	<ul style="list-style-type: none"> <li>Existing "Accessibility Standards for Customer Service" policy to be reviewed and updated.</li> </ul>	<ul style="list-style-type: none"> <li>2010</li> <li>To be reviewed in 2020</li> </ul>
Use of service animals and support persons.	<ul style="list-style-type: none"> <li>Existing "Accessibility Standards for Customer Service" includes provisions for service animals and support persons.</li> <li>Policy to be reviewed and modified as necessary to reflect changes to the Act and/or Regulations.</li> </ul>	Completed, ongoing review
Notice of temporary disruptions	<ul style="list-style-type: none"> <li>Procedure for service disruption notification is included in "Accessibility Standards for Customer Service" policy and will be reviewed and modified as required.</li> </ul>	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"> <li>Continue to ensure all new hires complete applicable training.</li> <li>Train volunteers and others who provide services on behalf of the municipality.</li> <li>Complete annual training updates for existing staff members.</li> </ul>	Ongoing
Establish a process for receiving and responding to feedback.	<ul style="list-style-type: none"> <li>Update "Accessibility Standards for Customer Service" policy to reflect new mediums for providing feedback.</li> <li>Establish a method for tracking feedback received.</li> </ul>	To be reviewed in 2020
Provide or arrange for documents or information to be made available in accessible formats or with communication supports.	<ul style="list-style-type: none"> <li>Continue to provide accessible documents and communication supports as requested.</li> </ul>	Ongoing

<b>INFORMATION &amp; COMMUNICATION STANDARD</b>	<b>ACTION</b>	<b>COMPLETION DATE</b>
Establish a procedure for receiving and responding to feedback.	<ul style="list-style-type: none"> <li>• Procedure is in place and will be reviewed and modified as required.</li> </ul>	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"> <li>• Procedure is in place for accessible documents and communication supports.</li> <li>• Staff to ensure that “accessible formats available upon request” is made available on print documents (ongoing).</li> <li>• To be reviewed and modified as required.</li> </ul>	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"> <li>• Procedure is in place for accessible documents and communication supports.</li> <li>• To be reviewed and modified as required.</li> </ul>	Ongoing
Accessible website and web content.	<ul style="list-style-type: none"> <li>• Website refresh in 2019 has brought the overall design of the Township website into compliance with accessibility standards.</li> <li>• Work towards converting all PDFs on the Township website to accessible PDFs.</li> <li>• Educate staff on the requirement for accessible documents and web content.</li> </ul>	<ul style="list-style-type: none"> <li>• 2-3 years</li> </ul>
Standards review	<ul style="list-style-type: none"> <li>• Continue to monitor changes to legislation and modify materials as required.</li> </ul>	Ongoing

EMPLOYMENT STANDARD	ACTION	COMPLETION DATE
Recruitment, selection and notification	<ul style="list-style-type: none"> <li>• Regularly review our Human Resources Policy Manual to prevent or remove systemic employment barriers.</li> <li>• Job postings will continue to include wording advising that accommodations are available for the recruitment process.</li> <li>• Candidates</li> </ul>	Ongoing
Accessible formats and communication supports for employees	<ul style="list-style-type: none"> <li>• Continue to consult with employees to provide or arrange for accessible formats and communications supports as requested.</li> </ul>	Ongoing
Workplace emergency response information	<ul style="list-style-type: none"> <li>• Amend HR Policy Manual to include provision to provide employees with an individualized workplace emergency response plan upon request.</li> </ul>	<ul style="list-style-type: none"> <li>• 2020</li> </ul>
Documented individual accommodation plans	<ul style="list-style-type: none"> <li>• Amend HR Policy Manual to include development of individual accommodation plans for employees with disabilities.</li> </ul>	<ul style="list-style-type: none"> <li>• 2020</li> </ul>
Return to work process	<ul style="list-style-type: none"> <li>• Return to work process included in HR Policy Manual.</li> </ul>	Complete (Review as needed)
Performance management, career development and redeployment	<ul style="list-style-type: none"> <li>• Continue to support employee development through learning opportunities.</li> </ul>	Ongoing
Standards review	<ul style="list-style-type: none"> <li>• Monitor changes to legislation and modify training materials as required.</li> </ul>	Ongoing

DESIGN OF PUBLIC SPACES STANDARD	ACTION	COMPLETION DATE
Consultation	<ul style="list-style-type: none"> <li>• Consult with the SDG Accessibility Committee and public when designing public space such as:               <ul style="list-style-type: none"> <li>○ Recreational Trails</li> <li>○ Outdoor Play Spaces</li> <li>○ Public Parking</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• 2020 and onwards</li> </ul>
Recreational Trails and Beach Access Routes	<ul style="list-style-type: none"> <li>• Upgrades to certain trails have been completed (Glen Walter Regional Park, Ken Barton Park).</li> <li>• Peanut Line Trail to be monitored and evaluated on an ongoing basis for accessibility barriers.</li> </ul>	Ongoing
Outdoor Public Access Eating Areas	<ul style="list-style-type: none"> <li>• Accessible picnic tables are available in outdoor public eating areas.</li> <li>• Ramps have been installed in parks where picnic shelters are located (Glen Walter Regional Park, Smithfield Park)</li> <li>• Availability of accessible eating areas will continue to be monitored and any newly created spaces with eating areas will include barrier-free options.</li> </ul>	Ongoing
Outdoor Play Spaces	<ul style="list-style-type: none"> <li>• Consult with Accessibility Committee when replacing or adding play structures to outdoor parks.</li> <li>• Glen Walter play structure to be replaced and include barrier-free components.</li> </ul>	Ongoing
Exterior Paths of Travel	<ul style="list-style-type: none"> <li>• Continue to apply all technical requirements and design standards when constructing new or redeveloping existing paths of travel (ie. curbs, curb ramps, pathways, etc.)</li> </ul>	Ongoing
Accessible Parking	<ul style="list-style-type: none"> <li>• Recently developed parking spaces (Main Street Lancaster,</li> </ul>	Ongoing

	<p>Recreation Centres) designed to meet required standards.</p> <ul style="list-style-type: none"> <li>• The Township will continue to apply requirements for accessible parking spaces for future developments.</li> <li>• Ensure that accessible parking spaces at Township/public facilities are properly marked and signed.</li> <li>• Work with local businesses to encourage the development of accessible parking spaces.</li> </ul>	
Obtaining Services	<ul style="list-style-type: none"> <li>• Township will apply required standards when renovating service counters and public waiting areas.</li> </ul>	<ul style="list-style-type: none"> <li>• 2020 Onwards</li> </ul>
Maintenance Planning	<ul style="list-style-type: none"> <li>• The Township will communicate emergency maintenance procedures and disruptions through the Township's website, social media and signage at appropriate locations.</li> </ul>	Ongoing
Legislative Review	<ul style="list-style-type: none"> <li>• Continuous review of requirements for the Design of Public Spaces Standard.</li> <li>• Staff participate in training sessions when offered by Accessibility Ontario and other government organizations.</li> </ul>	Ongoing

## Appendix 'B' – Updated Facilities Implementation Plan

### 1. Bainsville Women's Institute Park

Bainsville, Ontario

Barrier	Strategies for Removal or Prevention	Originally Proposed Completion Date	Revised Completion Date
Entrance	Widen path to accommodate wheelchairs	2014	2020

### 2. Bernie McDonell Memorial Park

Lancaster Heights, Ontario

Barrier	Strategies for Removal or Prevention	Originally Proposed Completion Date	Revised Completion Date
Entrance	Widen path to accommodate wheelchairs	2014	2020
Wooden Bridge	Widen to accommodate wheelchairs	2014	2024 (to coincide with bridge replacement)

### 3. Char-Lan Recreation Centre

19740 John Street, Williamstown, Ontario

Barrier	Strategies for Removal or Prevention	Originally Proposed Completion Date	Revised Completion Date
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	Originally Proposed Completion Date	Revised Completion Date
No parking lot (park on grass)	Paved parking lot (with accessible parking space) and larger driveway in.	2015	2024
No pathways	Paved pathways	2015	2024
No wheelchair access to playground, rink etc.	Paved pathways	2015	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	Originally Proposed Completion Date	Revised Completion Date
Parking lot not paved	Paved parking lot	2015	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	2014	2020
Ladies Washroom – tower dispenser too high	Lower dispenser	2013	2020

Men's Washroom – exterior access to washroom not wheelchair accessible	Paved pathway to washroom	2014	2020
Men's Washroom – no pull levers on sink and pipes under sink not covered	Insert pull levers and cover pipes	2014	2020
Men's Washroom – no handle bars above and beside toilet	Install handle bars	2013	2020

## 6. Green Valley Community Centre

4159 MacKinnon Street, Green Valley, Ontario

Barrier	Strategies for Removal or Prevention	Originally Proposed Completion Date	Revised Completion Date
No accessible parking space	Front parking space to be signed accessible	2013	Complete
Entrance (small groove)	Latten 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	2014	2020
Ladies Washroom – no handle bars above or beside toilet	Install bars	2014	2020
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	Originally Proposed Completion Date	Revised Completion Date
Arena area, not wheelchair accessible	Pathways	2015	2024
Soccer fields, baseball diamond not wheelchair accessible	Pathways	2015	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	Originally Proposed Completion Date	Revised Completion Date
Parking lot	Paved parking lot	2015	2024
Play area not wheelchair friendly	Paved pathways	2015	N/A (play structure removed)
Fireplace area not wheelchair friendly	Benches/pathway to fire	2015	2024
No access ramp from change room to community centre	Install ramp	2014	Complete
No access to rink	Install removable ramp	2014	2021
Countertop too high	Lower countertop	2015	2024

Gaps between boards – unsafe	Fill in gaps	2013	Inspected Annually
No assistant bars behind toilets (ladies and men’s washrooms)	Install assistant bars	2014	2020
Sink pipes not covered in washrooms	Cover pipes	2014	2020
Paper towel/soap dispenser too high	Lower dispensers	2014	2020
Men’s Washroom – no pull levers	Install pull levers	2014	2020
Entrance door loose	Tighten handle	2014	2020
Entrance not accessible (step)	Install ramp	2014	2024
Railing along walkway	Install railing	2013	2024

### 9. Kenneth Parton Senior Park

4852 County Road 20, Martintown, Ontario

Barrier	Strategies for Removal or Prevention	Originally Proposed Completion Date	Revised Completion Date
Entrance	Widen path to accommodate wheelchair	2014	Complete

\*Recent additions to this park include accessible picnic areas, pathways and gardens

## 10. Lan-Char Medical Centre

20 Victoria Street, Lancaster, Ontario

Barrier	Strategies for Removal or Prevention	Originally Proposed Completion Date	Revised Completion Date
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	2014	2020

## 11. Martintown Community Centre/Park

4850 County Road 20

Barrier	Strategies for Removal or Prevention	Originally Proposed Completion Date	Revised Completion Date
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	Originally Proposed Completion Date	Revised Completion Date
No parking lot	Create designated parking spot on street.	2015	2024
Side entrance not wheelchair friendly	Install ramp	2013	Complete
Doorway entrance (small groove)	Smooth down to no bump	2014	2020
Upstairs not accessible (stairs)	Elevator or escalator (Investigating video monitoring solution)	2016	On Hold
Grooves in floorboards	Smooth down	2014	2020
Emergency exit needs small ramp	Install ramp	2013	2020
No assistant bars above and alongside toilets	Install bars	2014	2019
Mirror not tilted	Install tilted mirrors	2014	2019
Pipes under sinks are visible	Cover pipes	2014	2019
Paper towel dispenser too high	Lower dispenser	2014	2019

## 13. North Lancaster Optimist Club Hall & Park

4837 2<sup>nd</sup> Line Road, North Lancaster, Ontario

Barrier	Strategies for Removal or Prevention	Originally Proposed Completion Date	Revised Completion Date
Construction meets ODA requirements			Complete

#### 14. Paul Rozon Park

19715 County Road 17, Williamstown, Ontario

Barrier	Strategies for Removal or Prevention	Originally Proposed Completion Date	Revised Completion Date
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	2014	2020
No access to ball diamond	Paved pathways	2014	2020
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	2015	2024
Washroom – no pull levers	Install pull levers	2014	2020
Pipes under sink	Cover pipes	2014	2020

#### 15. Smithfield Park

119 Military Road, Lancaster, Ontario

Barrier	Strategies for Removal or Prevention	Originally Proposed Completion Date	Revised Completion Date
Baseball diamond not wheelchair accessible	Paved Pathway	2015	N/A (no longer there)
Roadway to park needs to be paved	Pavement	2015	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	Originally Proposed Completion Date	Revised Completion Date
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	Originally Proposed Completion Date	Revised Completion Date
No accessible parking space	Provide accessible parking	2014	2020
Lighting is insufficient	Fix lighting	2014	2020
No accessibility signage	Add signage	2014	2020
Exterior door not wide enough	Consult with CBO	2015	2024
Light switches not accessible	Lower switches or add motion sensor lighting	2015	2021
Bathroom door handles not lever style	Install lever handles	2015	2020
Toilet placement unsatisfactory	Install new toilet when needed	2015	2020

Clearance beneath sink	Correct when new sink installed	2015	2020
Towel dispenser inaccessible	Relocate towel dispenser	2015	2020
Soap dispenser not accessible	Relocate soap dispenser	2015	2020
Mirror placement	Relocate/adjust mirror	2015	2020
Cup dispenser in washrooms	Install cup dispenser	2015	2020

# **Appendix 'C' – Accessibility Standards for Customer Service Policy**

## **Policy Manual**

### **The Township of South Glengarry**

#### **Accessibility Standards for Customer Service**

##### **POLICY STATEMENT**

In providing good accessible customer service the Township of South Glengarry shall use reasonable efforts to ensure that policies, practices, and procedures are consistent with the following principles:

1. Goods and services will be provided in a manner that respects the dignity and independence of persons with disabilities.
2. 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.
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.
4. Persons with disabilities may use assistive devices and/or support persons in the access of goods and services.
5. That the Township of South Glengarry employees when communicating with a person with a disability shall do so in a manner that takes into account the person's disability.

##### **APPLICATION**

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.

##### **LEGISLATIVE AUTHORITY**

The Accessibility Standards for Customer Service, Ontario Regulation 429/07, was created under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA). The standard came into effect on January 1, 2008. It sets out obligations for certain persons, businesses, and other organizations to provide goods or services in a way that is accessible to people with disabilities in Ontario.

## **DEFINITIONS**

**“Assistive devices”** shall mean an auxiliary aid such as communication aids, cognition aids, personal mobility aids, and medical aids. (i.e. canes, crutches, wheelchairs, or hearing aids)

**“Disabilities”** shall mean the same as definition of disability found in the Ontario Human Rights Code.

**“Employees”** shall mean every person who deals with members of the public or other third parties on behalf of the Township of South Glengarry.

**“Persons with Disabilities”** shall mean those individuals that are afflicted with a disability as defined under the Ontario Human Rights Code.

**“Service Animals”** shall mean any animal that is of service to a person with a disability.

**“Support Person”** shall mean 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.

## **PRINCIPLES**

### **Accessible Customer Service follows four basic principles:**

1. Dignity – service is provided in a way that allows the person with a disability to maintain self-respect and the respect of other people.
2. Independence – when a person with a disability is allowed to do things on their own without unnecessary help or interference from others.
3. Integration – service is provided 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 an alternative measure is necessary to enable a person with a disability to access goods or services.
4. Equal Opportunity - service is provided to a person with a disability in such a way that they have an opportunity to access your goods or services equal to that given to others.

These basic principles will be taken into account when serving individuals with disabilities.

Staff will do the following:

1. Question - what can I do to help people with disabilities access our services?
2. Ask the individual how I can help?
3. When communicating with a person with a disability, do so in a manner that takes into account the person's disability.
4. Offer a variety of methods of communication.
5. Understand the nature and scope of the services you offer.

## **EXISTING POLICIES, PRACTICES, AND PROCEDURES**

Existing policies, practices, and procedures will be reviewed and revised on an ongoing basis as gaps in policies are identified and impact the ability to provide goods or services to customer with disabilities. Feedback from customers will be used to identify policy gaps.

## **ASSISTIVE DEVICES**

Every employee shall use reasonable efforts to allow person with disabilities to use their own assistive devices to access goods and/or services.

## **SERVICE ANIMALS**

Service animals, such as guide dogs, offer independence and security to many people with various disabilities. If it is questionable whether an animal is a service animal, a person may be asked to provide a letter from a physician or nurse confirming that the person requires the animal for reasons related to a disability.

1. 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 and other reasonable arrangements to provide goods and services shall be explored with the assistance of the person with the disability.
2. The service animal shall be under the care and control of the person with the disability. If a service animal is unruly or disruptive, an employee may ask the person with the disability to remove the animal from the area, and other reasonable arrangements to provide goods or services shall be explored with assistance from the person with a disability.

## **SUPPORT PERSON(S)**

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

1. If a person with a disability is accompanied by a support person, the Township of South Glengarry shall 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.
2. In the event that admission fees are charged, there will be no charge to the support person.
3. The Township of South Glengarry may require a person with a disability to be accompanied by a support person when on the premises, but only if a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises.

## **SERVICE DISRUPTION – NOTICE**

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, service to an elevator, or technology that is temporarily unavailable. If disruption in service is planned, and expected, it is important to provide reasonable notice.

1. Notice of the disruption must include information about the reason of the disruption, its anticipated duration, and a description of alternative facilities.
2. Notice will be provided on the website, social media pages, signs posted at appropriate site, and, if suitable, advertised in local newspaper or radio a week in advance of the disruption.

## **UNEXPECTED DISRUPTION IN SERVICE – NOTICE**

1. In the event of an unexpected disruption in service, notice may be provided in an appropriate manner and as quickly as possible.
2. Notice will be provided on the website, signs posted at appropriate site, and if suitable advertised on the local radio station.
3. 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.

## **FORMAT OF DOCUMENTS**

If requested for a copy of a document in a different format than available to accommodate a person with a disability, the Township of South Glengarry will make every attempt to provide the information requested in a format that is useful to the individual.

## **DOCUMENTATION**

1. Notice that the Township of South Glengarry has an Accessible Customer Service Standard Policy will be posted at a conspicuous place on premises operated by the Township of South Glengarry and posted on the Township website.
2. A copy of the documents will be given upon request and consideration will be given to format to accommodate a person's disability.

## **TRAINING**

Training on Accessible Customer Service Standards will be as follows:

1. Training will be given to every person who participates in developing the policy, practices, and procedures under the Ontario Regulation 429/07 – Accessibility Standards for Customer Service.
2. Training will be given to every person who deals with the public on behalf of the Township of South Glengarry including 3<sup>rd</sup> parties i.e. employees, agent volunteers, management.
3. Training will include:
  - i. A review of the purposes of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the customer service standard.
  - ii. How to interact and communicate with persons with various types of disability.
  - iii. 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.
  - iv. How to use equipment or assistive devices available on our premises, or that otherwise provide, that may help with the provision of goods or services to people with disabilities.
  - v. What to do if a person with a particular type of disability is having difficulty accessing our goods or services.

- vi. The Accessibility Customer Service Standard Policy for the Township of South Glengarry.
4. Current employees, Council, agents, volunteers, management, etc., shall receive training by December 31, 2020.
5. New employees, agents, volunteers, management, etc., shall receive training as soon as “practicable”, after being assigned.
6. Ongoing training on changes to policies, procedures, and new equipment shall be provided.
7. The method and amount of training shall be geared to the trainee’s role in terms of accessibility.
8. Training records shall be kept, including the dates when the training is provided and the names of individuals to whom the training was provided.

## **FEEDBACK**

Feedback from customers gives the Township of South Glengarry opportunity to learn and improve. The Municipality encourages individuals to make suggestions on ways to improve our services and recognize the right of customers’ to make a complaint.

1. To ensure that the delivery of goods and services to those individuals with disabilities is provided in an effective and timely manner, the customer is invited to provide their feedback as follows:

In writing, in person, e-mail, telephone, or disk, (or any other agreed upon method) addressed to:

**Clerk, Township of South Glengarry**  
**6 Oak Street, P.O. Box 220, Lancaster Ontario, K0C 1N0**  
**Email: [info@southglengarry.com](mailto:info@southglengarry.com)**  
**Phone: 613-347-1166, Extension 223**  
**Fax: 613-347-3411**

2. The Clerk will respond either in writing, in person, e-mail, telephone, or disk, (or any other agreed upon method) acknowledging receipt of feedback and will set out the action to be taken in response to any complaints or suggestions.
3. Feedback will be encouraged by Township Staff and the process for feedback will be explained to customers and posted on the Township website.
4. Feedback will be used to assist with the revision of policies and procedures to provide accessible customer service.