

Accessibility Standards for Customer Services

Providing Goods and Services to People with Disabilities

The Corporation of the Town of Smooth Rock Falls is committed to excellence in serving all customers including people with disabilities.

Assistive devices

We will ensure that our staff is trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods or services.

Communication

We will communicate with people with disabilities in ways that take into account their disability.

Service animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

Support persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

In general, fees will not be charged for support persons who are attending exclusively for the support of the person with a disability. Regular fees may be charged where the event is to be enjoyed by both parties.

We will notify customers of this by posting a notice in a conspicuous area close to the entrance of the event.

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Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Town employees will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

Services/Facilities include: The Town Hall
 The Reg Lamy Cultural Center
 The Community Hall
 The Pool Facilities
 And all other municipal facility

The notice will be made publicly available in a conspicuous area close to the entrance of the facility or, if available in advance, In the Town's Newsletter, on the Town's Facebook page and/or on the Town's website.

Training

The Corporation of the Town of Smooth Rock Falls will provide service training to employees, volunteers and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services.

Staff will be trained on Accessible Customer Service within a year after being hired.

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Training will include:

- An overview of the **Accessibility for Ontarians with Disabilities Act, 2005** and the requirements of the customer service standard
- The Corporation of the Town of Smooth Rock Falls' plan related to the customer service standard
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- How to use the equipment or devices available on-site or otherwise that may help with providing goods or services to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing the Town's foods and services

Staff will also be trained when changes are made to our accessible customer service plan.

Feedback process

Customers who wish to provide feedback on the way the Town of Smooth Rock Falls provides goods and services to people with disabilities can provide feedback in the following way(s):

- by email
- by telephone
- by fax
- in person

All feedback, including complaints, will be handled in the following manner: it must be provided in writing, assistance with completing a form will be

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provided when required. All feedback will be reviewed within 5 business days. Should a reply be required, it shall be provided within 2 weeks of the time the written document is received. If action is required, the Town shall evaluate reasonable timelines to rectify the issue.

Notice of availability

The Corporation of the Town of Smooth Rock Falls will notify the public that our documents related to accessible customer service, are available upon request by posting a notice in the Town's newsletter periodically.

Modifications to this or other policies

Any policy, practice or procedure of that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.