



ACCESSIBLE CUSTOMER SERVICE

Policies, Practices and Procedures

Township of Carlow/Mayo

December 2014

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ACCESSIBILITY FOR ONTARIANS
WITH DISABILITIES ACT, 2005

Ontario Regulation 429/07

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THE CORPORATION OF THE TOWNSHIP OF CARLOW/MAYO

Summary of Standard Requirements

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 offered to enable people with disabilities 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 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 goods or services in premises open to the public.
7. Where admission fees are charged, provide notice ahead of time on what admission, if any, would be charged for a support person or a person with a disability.
8. Provide notice when facilities or services that people with disabilities rely on to access or use goods or services are temporarily disrupted.
9. Train staff, volunteers, agents and any other people who interact with the public or other third parties, 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, 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 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 Customer Service Standard.
13. Notify customers that documents required under the Customer Service Standard are available upon request.
14. Upon request, provide the documented information to a person with a disability in a format that takes into account their disability.



ACCESSIBLE CUSTOMER SERVICE POLICY

Providing Goods and Services to People with Disabilities

Our Commitment

The Township of Carlow/Mayo strives at all times to provide its goods and services in a way that respects the dignity and independence of all people. The Township of Carlow/Mayo is also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

Providing Goods and Services to People with Disabilities

The Township of Carlow/Mayo will provide goods and services to people with disabilities, with particular consideration of the following areas:

Communication

The Township of Carlow/Mayo will communicate with people with disabilities in ways that take into account their disability. Staff who communicate with customers will be trained on how to interact and communicate with people with various types of disabilities.

The Township of Carlow/Mayo is committed to providing fully accessible telephone service to our customers. Staff will be trained to communicate with customers over the telephone in clear and plain language, to speak clearly and slowly and to tailor their responses as much as possible in support of the individual.

The Township of Carlow/Mayo will offer to communicate with customers by other means, including relay service or e-mail, if telephone communication is not suitable to their communication needs or is not available.

Assistive Devices

The Township of Carlow/Mayo is committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. Staff will be trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

Correspondence, Invoices and other Documentation

The Township of Carlow/Mayo is committed to providing accessible invoices to all of our customers. For this reason, correspondence, invoices and other documentation will be provided in large print or by e-mail, upon request.

The Township of Carlow/Mayo may provide a document, or information contained in a document, in a format that takes into account the person's disability. The Township and the person with a disability may agree upon the format to be used for the document or information.

Any questions customers may have about the content of the invoice will be answered in person, by telephone or e-mail.

Use of Service Animals and Support Persons

Service Animals

The Township of Carlow/Mayo is committed to welcoming people with disabilities who are accompanied by a service animal, in the areas of our premises that are open to the public and other third parties. All staff, volunteers and others dealing with the public will be properly trained in how to interact with people with disabilities who are accompanied by a service animal.

An animal is a service animal for a person with a disability:

- i. If it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- ii. If the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Support Person

The Township of Carlow/Mayo is committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter the Township of Carlow/Mayo buildings with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on Township premises.

A "support person" means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods or services.

Admission Fees – Advance Notice

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.

Notice of Disruption of Service

The Township of Carlow/Mayo will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. The notice will be placed at all public entrances and service counters on our premises, or by such other method as is reasonable in the circumstances.

Training

The Township of Carlow/Mayo will provide training to employees, municipal council, volunteers and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures.

The accessible customer service training will be provided to new employees, volunteers, management, etc. as soon as practicable after commencing duties.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of 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
- What to do if a person with a disability is having difficulty in accessing the municipality's goods and services
- The Township of Carlow/Mayo policies, practices and procedures relating to the customer service standard.

Staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

Training Records

Training records shall be kept, including the dates when the training is provided, number of individuals to whom the training was provided and the signature of all those individuals trained on a particular date.

Feedback Process

The ultimate goal of the Township of Carlow/Mayo is to meet and surpass customer expectations while serving all people, including those with disabilities. Comments regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way the Township of Carlow/Mayo provides goods and services to people with disabilities can be made by using a feedback form, by mail, email, or verbally. All feedback should be directed to the Clerk-Administrator. Customers can expect acknowledgement within two business days from the date of receipt. Response time to the feedback will depend on the issue but will not exceed 15 business days unless there are extenuating circumstances involved.

Provision of Documentation

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

Notice of the availability of the documentation will be posted on the Township of Carlow/Mayo website www.carlowmayo.ca

Modifications to This or Other Policies

The Township of Carlow/Mayo is committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.

Any policy of the Township of Carlow/Mayo that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Questions About This Policy

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, inquiries should be referred to the Clerk.

PURPOSE OF THE ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005 AND REQUIREMENTS OF THE CUSTOMER SERVICE STANDARD

1. Why does Ontario need accessibility standards?

Several laws in Ontario address accessibility and some requirements have existed since the 1980's. Since then, progress on accessibility has been made in some areas and by some organizations.

Despite this, accessibility remains limited. People with disabilities still do not have the equal access to services, employment, transportation, information or buildings that others in Ontario enjoy. They cannot count on accessibility being available. The Accessibility for Ontarians with Disabilities Act, 2005 was passed with the goal of creating standards to improve accessibility across the province.

2. What is the Accessibility for Ontarians Act, 2005 (AODA)?

AODA Section 1. Recognizing the history of discrimination against persons with disabilities in Ontario, the purpose of this Act is to benefit all Ontarians by,

- (a) developing , implementing and enforcing accessibility standards in order to achieve accessibility for Ontarians with disabilities with respect to good, services, facilities, accommodation, employment, buildings, structures and premises on or before January 1, 2025, and
- (b) providing for the involvement of persons with disabilities, of the Government of Ontario and of representatives of industries and various sectors of the economy in the development of the accessibility standards.

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA), is a law passed by the Ontario legislature that allows the government to develop specific standards of accessibility and to enforce them. The standards are made into laws called regulations, and they provide the details to help meet the goal of the AODA. The AODA is the foundation on which the standards are built.

The purpose of the accessibility standards is to move organizations in Ontario forward on accessibility. The standards will set requirements in a number of key areas and will be reviewed at least every five years. New requirements may be added. Ontario will move step by step towards accessibility that is widespread and commonplace, accessibility that people can count on, on a daily basis. In this way Ontario will benefit from the contributions, involvement and spending power of people with disabilities.

Further, increasing accessibility will help prepare Ontario for the future. As the population ages, the numbers of people with disabilities will increase. Visitors and tourists, along with their friends and family will need to travel, shop, use programs, services, and information and to access buildings, parks, and other places in a way that is accessible to them.

3. What other accessibility standards are expected?

The customer service standard is the first standard developed under the AODA. Other proposed standards are being developed in the areas of transportation, information and communications, employment and the built environment. Like the customer service standard, the other proposed standards are being developed by standards development committees. The committees are made up of the business community, the broader public sector and the Ontario government.

4. How does AODA relate to the customer service standard?

In addition to being the foundation for the customer service standard, the AODA has some specific requirements and rules that must be considered when reading the standard. The key areas of the AODA that should be considered are outlined below:

(i) Who is a person with a disability?

The definition of a disability under the AODA is the same as the definition of disability in the Ontario Human Rights Code. This is the definition of a disability that applies to the customer service standard.

AODA Section 2. In this Act, “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 co-ordination, 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 device,
- (b) a condition of mental impairment or a development 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.

The definition includes disabilities of different severity, visible as well as non-visible disabilities, and disabilities the effects which may come and go.

Example: A person with arthritis has a disability that over time may increase in severity.

Example: A person with a brain injury has a disability that is not visible

Example: A person with multiple sclerosis has a disability that causes her to experience periods when the condition does not have an effect on her daily routine and other periods when it does.

It is important to understand that information about a disability is personal and private and must be treated confidentially. In most cases it will not be necessary to ask for proof of a disability. Through implementing the customer service standard, accessibility will simply become part of everyday service delivery. Some providers such as schools, colleges and universities may require proof of disability because of the type of services that they provide. In such cases, these providers may be subject to privacy-related laws with respect to that information.

(ii) The customer service standard and other laws

AODA Section 3: Nothing in this Act or in the regulations diminishes in any way the legal obligations of the Government of Ontario or of any person or organization with respect to persons with disabilities that are imposed under other Act or otherwise imposed by law.

AODA Section 38: If a provision of this Act, of an accessibility standard or of any other regulation conflicts with a provision of any other Act or regulation, the provision that provides the highest level of accessibility for persons with disabilities with respect to goods, services, facilities, employment, accommodation, buildings, structures or premises shall prevail.

There are other laws related to accessibility that may apply to organizations covered by the customer service standard, such as the Ontario Building Code Act, 1992 and the Ontario Human Rights Code. The AODA and the customer service standard do not replace or change what you must do under these and any other laws. For example, a provider must still comply with the Ontario Human Rights Code, which prohibits discrimination on the basis of disability in goods, services or facilities, accommodations, contracts, employment, and vocational organizations. The AODA and the customer service standards have not changed the rules that exist under the Ontario Human Rights Code.

Where the standard sets different rules than other laws, a provider may have to comply with both. For example, a provider must comply with the rules of the Ontario Human Rights Code, in addition to new rules under the AODA and the standard such as to provide a process for receiving feedback about how it improves service to people with disabilities

(iii) What if the standard conflicts with other laws?

If two laws conflict with one another, Section 38 of the AODA states that the law that provides the higher level of accessibility is the law that must be followed.

(iv) How will this standard be enforced?

The AODA allows for enforcement of the customer service standards through inspections, compliance orders and administrative penalties. Details of enforcement will be set out in a new regulation that is planned for 2008.

1.0 DEFINITIONS

“Accessibility Coordinator” shall mean the person appointed by Council as Accessibility Coordinator for the Township of Carlow/Mayo.

“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 Carlow/Mayo, whether the person does so as an employee, agent, volunteer or otherwise.

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

“Support persons” shall mean any person whether a paid professional, volunteer, family member, friend to 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.

2.0 EXCLUSIONS

This Accessibility Customer Service Standards Policy shall not apply during any period where Council has declared a “State of Emergency” as defined under the Emergency Management Act.



ACCESSIBLE CUSTOMER SERVICE

BEST PRACTICES AND PROCEDURES

Accessible Customer Service follows four basis principles:

- Dignity
- Independence
- Integration
- Equal Opportunity

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

- Ask how you can help
- Offer a variety of methods of communication
- Understand the nature and scope of the service you offer

COMMUNICATION

Talk About Disabilities – Choose the Right Word

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 indifference, negative depiction.

The following 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 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 is 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 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,	A person who uses a wheelchair

wheelchair bound	
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 or, more specifically, a person who walks with crutches A person who uses a mobility aid A person with arthritis, etc.
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
Differently Abled	A person with a disability
Disabled (the)	People with disabilities
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 whatever their specific diagnosis is” a form of dwarfism
Mongoloid, Mongolism	A 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.mcscs.gov.on.ca/mcss>

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 people with 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:

- Employees shall use reasonable efforts to allow persons with disabilities to use their own assistive devices to access goods and/or services.
- Employees 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 person with a disability. Other reasonable arrangements to provide goods and services shall be explored with the assistance of the person with a 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 and 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 can 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
- Have strength or endurance

Best Practices and Procedures for Customer Service:

There are many types and degrees and 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 before you 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 top 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 can 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
- 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 can 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.
- Deaf people may use a sign language interpreter to communicate – always direct your attention to the Deaf person – 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.
- Don't touch service animals – they are working and have to pay attention at all times.

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 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 is an emergency.
- Understand that communication can take some time – be patient.
- Direct your attention to your customer, not the intervener.

VISION DISABILITIES

Vision disabilities reduce one's ability to see clearly, Very few people are totally blind. Many have limited vision such as tunnel vision, where a person has a loss of peripheral or side vision, or a lack of central vision, which means they cannot see straight ahead. Some can see the outline of objects while others can see the direction of light. Vision loss can 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.
- 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 service animal 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 Down's 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
- 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 development disability:

- Don't assume what a person can or cannot do
- Use clean, 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 on 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
- 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 and 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 until they finish their sentence.
- 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
- Patience, respect and willingness to find a way to communicate are the 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
- 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 types of mental health disability:

- Anxiety
- Mood
- Behavioural

People with mental health disabilities may seem edgy or irritated; act aggressively; be perceived as pushy or abrupt; be unable to make 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 behaviour, focus on the service they need and how you can help.

SMELL DISABILITIES

Smell disabilities can involve the inability to sense smells or a hypersensitivity to odours or 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 foods.

TOUCH DISABILITIES

Touch disabilities can affect a person's ability to sense texture, temperature, vibration to 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 can 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.



ADMISSION FEES

Admission fee shall be charged to a “support person” accompanying persons with disabilities. The cost will be \$ 0.00.

Definitions:

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

“Support persons” shall mean any person whether a paid professional, volunteer, family member, friend to 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.



ACCESSIBLE CUSTOMER SERVICE FEEDBACK FORM

Providing Goods and Services To People with Disabilities

Thank you for visiting the Township of Carlow/Mayo. We value all of our customers and strive to meet everyone's needs.

Please tell us the date and time of your visit: _____

Staff Member, Department or Service Location you visited:

Did we respond to your customer service needs today? Yes ____ No ____

Was our customer service provided to you in an accessible manner?

Yes ____ Somewhat ____ No ____ (Please explain below)

Did you have any problems accessing our goods and services?

Yes ____ (Please explain below) Somewhat ____ (Please explain below)

No ____

Please add any other comments you may have:

Contact information (optional): _____

3987 Boulter Road, Boulter, Ontario, K0L 1G0
Phone: 613-332-1760; Fax: 613-332-2175; email: clerk@carlowmayo.ca



NOTICE

SCHEDULED

SERVICE DISRUPTION

There will be a scheduled service disruption. The disruption will be from _____ to _____ on _____.

The disruption in service includes:

The following alternative services are available:

On behalf of the Township of Carlow/Mayo, we thank you for your patience in this matter.

For questions or additional information contact:

Municipal Office: Telephone: 613-332-1760 Fax: 613-332-2175

Email: clerk@carlowmayo.ca



NOTICE

UNEXPECTED

SERVICE DISRUPTION

There is currently an unexpected service disruption.

The estimated time of the service disruption will be from _____

to _____ on _____.

The disruption in service includes:

The following alternative services are available:

On behalf of the Township of Carlow/Mayo, we thank you for your patience in this matter.

For questions or additional information contact:

Municipal Office: Telephone: 613-332-1760 Fax: 613-332-2175

Email: clerk@carlowmayo.ca

