



THE CORPORATION OF THE TOWNSHIP OF CARLOW/MAYO

3987 Boulter Road
Boulter, ON
KOL 1G0
Tel: (613) 332-1760
Fax: (613) 332-2175
Monday to Thursday 9:00 a.m. to 5:00 p.m.

Arlene Cox – Clerk-Administrator/Deputy Treasurer
Email – clerk@carlowmayo.ca
Sabrina Prentice – Administrative Assistant
Email – admin@carlowmayo.ca

Jenny Snider – Treasurer /Deputy Clerk
Email – treasurer@carlowmayo.ca
Dale Shannick – Chief Building Official
Direct Line – (613) 332-8207
Email – cbo@carlowmayo.ca

Accessible Customer Service Training Policy

The Township of Carlow/Mayo will provide accessible customer service training to employees, municipal council, volunteers and others who deal with the public or other third parties on their behalf. Training will also be provided to people involved in the development and approvals of customer service policies, practices and procedures related to the provision of our goods and services.

The Township of Carlow/Mayo will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws:

- All employees, Council, management staff and volunteers shall read and receive the Accessible Customer Service Policies, Practices and Procedures. Prior to verification of training each individual shall review the document with the Clerk or designate to ensure comprehension of the requirements contained within. The document will be reviewed by administrative staff on an annual basis in consultation with a disabled member of the public.
- Staff will be trained on an ongoing basis when new and/or changes are made to policies and/or procedures to ensure that up-to-date training is completed.
- Each employee, staff, volunteer, etc. shall receive annually a copy of the Employee Emergency Information Worksheet. This shall ensure employee safety for any personnel that experience any disability, whether permanent or temporary, throughout the year.

Individuals will be trained by the Clerk or designate on Accessible Customer Service.

All individuals associated with the Township of Carlow/Mayo will be trained on Accessible Customer Service as soon as practicable after being recruited. Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard;
- A review with the Clerk or designate of the Accessible Customer Service Policies, Practices and Procedures;
- 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 Township of Carlow/Mayo's goods and services.

Reviewed March 2021 by A. Cox – Clerk