

<b>TOWNSHIP OF SIOUX NARROWS - NESTOR FALLS POLICY &amp; PROCEDURE MANUAL</b>		
<b>Category: General</b>	<b>Topic: Providing Goods &amp; Services to People with Disabilities Customer Service Policy</b>	<b>Number: A-06</b>
<b>Date: Aug. 2, 2022</b>		<b>Page: 1 of 7</b>

### **Purpose**

To act as a directive and orient staff regarding the provision of goods & services to People with Disabilities.

### **Procedure**

The Township of Sioux Narrows - Nestor Falls promotes the provision of goods and services in a manner that respects the dignity and independence of persons of all abilities.

### **Our mission**

The mission of the Township of Sioux Narrows – Nestor Falls is to:

- 1) Ensure that goods or services are provided in a manner that respects the dignity and independence of persons with disabilities;
- 2) Ensure that the provision of goods and services to persons with disabilities and others are 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; and,
- 3) Ensure that persons with disabilities are given an opportunity equal to that given to others to obtain, use and benefit from the goods or services.

### **Our commitment**

In fulfilling our mission, the Township of Sioux Narrows – Nestor Falls strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are 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 Sioux Narrows – Nestor Falls is committed to excellence in serving all

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customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

### **Communication**

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

We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

### **Telephone services**

We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.

We will offer to communicate with customers by email if telephone communication is not suitable to their communication needs or is not available.

### **Assistive devices**

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

We will also ensure that staff know how to use the assistive devices that may become available on our premises for customers.

### **Billing**

We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following formats upon request: hard copy, large print or email.

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We will answer any questions customers may have about the content of the invoice in person, by telephone or email.

### **Use of service animals and support persons**

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

We are 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 Sioux Narrows – Nestor Falls’ premises 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 our premises.

Fees will not be charged for support persons for admission to the Township of Sioux Narrows – Nestor Falls’ premises. Customers will be informed of this by a notice that will be posted in the Township of Sioux Narrows – Nestor Falls’ premises.

### **Notice of temporary disruption**

The Township of Sioux Narrows – Nestor Falls 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.

### **Training for staff**

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The Township of Sioux Narrows – Nestor Falls will provide training to all employees, 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.

This training will be provided immediately after staff commences their 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
- How to use any equipment that may become available on site.
- What to do if a person with a disability is having difficulty in accessing the Township of Sioux Narrows – Nestor Falls’ goods and services
- The Township of Sioux Narrows – Nestor Falls’ policies, practices and procedures relating to the customer service standard.

Applicable 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.

### **Feedback process**

The ultimate goal of the Township of Sioux Narrows – Nestor Falls is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way the Township of Sioux Narrows – Nestor Falls provides goods and services to people with disabilities can be made by letter mail, email or verbally. All feedback will be directed to the attention of the Chief Administrative Officer. Customers can expect to hear back in a reasonable period of time.

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Complaints will be addressed according to complaint categories already established in our company's complaint management procedures.

### **Modifications to this or other policies**

We are 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 Sioux Narrows – Nestor Falls 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, an explanation should be provided by, or referred to, the Chief Administrative Officer of the Township of Sioux Narrows – Nestor Falls.

### **Documents for Notifying the Public about Disruptions in Service**

Dear Residents & Customers,

The \_\_\_\_\_ (insert facility or equipment) will be out of service from \_\_\_\_\_ (insert date/time applicable) for \_\_\_\_\_ (insert reason, ie. routine maintenance, etc.). To access \_\_\_\_\_ (insert facility or equipment), please use \_\_\_\_\_ (insert alternative). We regret any inconvenience this may cause. If you have questions or concerns, please call 807-226-5241.

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Thank you.

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### Documents for Obtaining Feedback

The Township of Sioux Narrows – Nestor Falls

Customer Feedback Form

Record of Customer Feedback

Date feedback received: \_\_\_\_\_

Name of customer [optional]: \_\_\_\_\_

Contact information (if appropriate): \_\_\_\_\_

Details: \_\_\_\_\_

Follow-up: \_\_\_\_\_

Action to be taken: \_\_\_\_\_

Staff member: \_\_\_\_\_

Date: \_\_\_\_\_

### Notices on the Feedback Process

Feedback process on provision of goods or services to people with disabilities

Dear Valued Residents and Customers,

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We strive to improve accessibility for our customers with disabilities. We would like to hear your comments, questions and suggestions about the provision of our goods or services to people with disabilities. Please contact Customer Service in person, by mail or at 807-226-5241 or by email [info@snnf.ca](mailto:info@snnf.ca) to share your comments.

Thank you.

The Township of Sioux Narrows – Nestor Falls

### **More Information**

Accessibility for Ontarians with Disabilities Act (AODA)  
Contact Centre Service Ontario  
Toll-free: 1-866-515-2025  
TTY: 416-325-3408 / Toll-free 1-800-268-7095  
Fax: 416-325-3407