



BRANTFORD
POLICY MANUAL

POLICY NUMBER: CORPORATE-034

SUBJECT: Customer Service Accessibility

POLICY STATEMENT:

Purpose / Objective

The objective of this Policy is to provide guidelines for the delivery of City services to people with disabilities, in compliance with the requirements of the Accessibility Standards for Customer Service, O. Reg. 429/07, made under the Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c.11.

Policy Statement:

The City of Brantford is committed to providing equal access to people with disabilities with respect to the use and benefit of City goods, services and programs.

The City of Brantford will make reasonable efforts to ensure:

1. that goods and services are provided in a manner that respects the dignity and independence of persons with disabilities;
2. the provision of goods and services to people with disabilities, and others, are integrated unless an alternate measure is necessary, whether temporarily or permanently, to enable a person with a disability to obtain, use, or benefit from the goods and services provided by the City of Brantford; and
3. people with disabilities are given an opportunity – equal to that given to others – to obtain, use and benefit from the goods and services provided by the City of Brantford.

RELATED POLICY GUIDELINES:

1.0 Definitions

1.1 Assistive Device: a device used to assist persons with disabilities in carrying out activities or in accessing the services and programs of the City.

1.2 Disability:

- (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, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- (b) a condition of mental impairment or a developmental 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*.

1.3 Guide Dog: a dog trained as a guide for a blind person and having the qualifications prescribed by the regulations to the *Blind Persons' Rights Act*, R.S.O. 1990 c. B. 7.

1.4 Service Animal: an animal is a service animal for a person with a disability,

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

1.5 Service Disruption: a planned or unplanned unavailability of facilities or services operated by the City, including but not limited to closed washroom facilities, elevators and websites that are inoperable due to maintenance.

1.6 Support Person : a person who accompanies a person with a disability in order to help with communication, mobility, personal care or medical needs or with access to goods or services.

2.0 Use of Support Persons

2.1 If a person with a disability is accompanied by a support person, the City 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.

- 2.2 The City 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.
- 2.3 If an amount is payable by a person for admission to the premises or in connection with a person's presence at the premises, the City shall ensure that notice is given in advance about the amount, if any, payable in respect of the support person.

3.0 Use of Service Animals

- 3.1 If a person with a disability is accompanied by a guide dog or other service animal, the City shall ensure that the person is permitted to enter the premises with the animal and to keep the animal with him or her unless the animal is otherwise excluded by law from the premises. If a service animal is excluded by law from the premises, the City shall ensure that other measures are available to enable the person with a disability to obtain, use or benefit from the City's goods or services.
- 3.2 If it is not readily apparent that the animal is a service animal, the City may ask the person with a disability to verify that the animal is a service animal by producing a certificate or document that the animal is required for the assistance of that person.
- 3.3 It should be noted that it is the responsibility of the person with a disability to ensure that his or her service animal is under control at all times.

4.0 Assistive Devices

- 4.1 The City will allow persons with disabilities to use their own personal assistive devices to obtain, use or benefit from the services offered by the City.
- 4.2 Should a person with a disability be unable to access the City's services through the use of their own personal assistive device, the City will work with the individual to:
- (a) Assess service delivery and potential service options to meet the needs of the individual; and
 - (b) Identify alternative services and how a person with a disability can access the services, either temporarily or on a permanent basis.

5.0 Notice of Temporary Disruptions

- 5.1 If, in order to obtain, use or benefit from the City's goods or services, persons with disabilities usually use particular facilities or services of the City and if there is a temporary disruption in those facilities or services in whole or in part, the City shall give notice of the disruption to the public.
- 5.2 Notice of the disruption must include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or

services, if any, that are available.

- 5.3 Notice may be given by posting the information at a conspicuous place on the relevant City location, by posting it on the City's website, whenever possible, or by such other method as is reasonable in the circumstances.

6.0 Training For Staff

- 6.1 The City shall ensure that the following persons receive training about the provision of its goods or services to persons with disabilities:
- (a) Every person who deals with members of the public or other third parties on behalf of the City, whether the person does so as an employee, agent, volunteer or otherwise.
 - (b) Every person who participates in developing the City's policies, practices and procedures governing the provision of goods or services to members of the public or other third parties.
- 6.2 The training must include a review of the purposes of the *Accessibility for Ontarians with Disabilities Act, 2005*, S.O. 2005 c.11, the requirements of this policy and instruction about the following matters, as necessary:
- (a) How to interact and communicate with persons with various types of disability;
 - (b) 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;
 - (c) How to use equipment or devices available on the City's premises or otherwise provided by the City that may help with the provision of goods or services to a person with a disability; and
 - (d) What to do if a person with a particular type of disability is having difficulty accessing the City's goods or services.
- 6.3 The training must be provided to each person as soon as practicable after he or she is assigned the applicable duties.
- 6.4 Training must also be provided on an ongoing basis in connection with changes to the policies, practices and procedures governing the provision of goods or services to persons with disabilities.
- 6.5 The City will maintain records of the details of the training provided, as well as the name of the person, location and date the training was completed.

7.0 Feedback Process

- 7.1 Feed back from the public is welcomed as it may identify areas that require change and encourage continuous service improvements.
- 7.2 Feedback from a member of the public about the delivery of goods and services to persons with disabilities may be given by telephone, in person, in writing, in electronic format or through other methods of communication.

7.3 Information about the feedback process will be readily available to the public and notice of the process will be posted on the City's website www.brantford.ca and/or in other appropriate locations.

8.0 Notice of Availability of Documents

8.1 Documents required by the Accessibility Standards for Customer Service will be posted on the City's website, through the City department providing the service or by contacting the City of Brantford's Coordinator of the Municipal Accessibility Plan.

9.0 Format of Documents

9.1 If the City is required by law to give a copy of a document to a person with a disability, the City shall give the person the document, or the information contained in the document, in a format that takes into account the person's disability, within a reasonable period of time.

9.2 The provider of goods or services and the person with a disability may agree upon the format to be used for the document or information.

10.0 Procedures

10.1 Each City department will develop the plans and procedures necessary to implement this policy. Copies of all plans and procedures will be sent to the Municipal Accessibility Plan Coordinator.

10.2 Such plans and procedures may be amended from time to time, as required, in response to feedback from the public and changing legislative requirements.

10.3 It will be the responsibility of the director of each department to ensure compliance with this policy.

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| Date of Enactment: February 16, 2010 | Related By-law Number/Staff Report Number: 18-2010 EN2010-030 |
| Review and Amendment Dates: | Department Responsible for Review: Engineering/Property Management |
| Date of Next Review: | Applicable Legislation/Legislative Authority: <i>Accessibility for Ontarians with Disabilities Act, 2005 S.O.2005 C. 11</i> Ontario Regulation 429/07 <i>Accessibility Standards for Customer Service</i> |

