

**TITRE**

Politique d'accessibilité pour les services  
à la clientèle

**TITLE**

Accessible Customer Service Policy

**POLITIQUE NO.**

ADM/009

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**RÉVISIONS**

Août 2017 – Révision complète dans un  
format accessible

**REVISIONS**

August 2017 – Complete Revision in an  
Accessible Format

**DATE D'ENTRÉE EN VIGUEUR**

1<sup>er</sup> janvier 2010

**EFFECTIVE DATE**

January 1<sup>st</sup>, 2010

**S'APPLIQUE À :**

Tous les employés des Comtés y compris  
les bénévoles et tierce partie qui traitent  
avec le public pour le compte des Comtés  
unis de Prescott et Russell.

**APPLIES TO:**

All County staff, including volunteers, and  
third parties who deal with the public, on  
behalf of the United Counties of Prescott  
and Russell.

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### **Providing goods, services or facilities to people with disabilities**

The purpose of this policy is to establish a general framework to guide the review and development of the Counties’ goods, services, programs and facilities in an inclusive manner that takes into account the needs of people with disabilities.

The UCPR understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and its *accessibility standards* do not substitute or limit its obligations under the *Ontario Human Rights Code* or obligations to people with disabilities under any other law.

The UCPR is committed to complying with both the *Ontario Human Rights Code* and the AODA.

The UCPR is committed to excellence in serving all customers including people with disabilities.

Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

## **Assistive devices**

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

We will ensure that our staff are 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, services or facilities.

## **Communication**

We will communicate with people with disabilities in ways that take into account their disability. This may include the following:

- Regular mail
- Email
- Telephone communications

We will work with the person with a disability to determine what method of communication works for them.

## **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.

When we cannot easily identify that an animal is a service animal, our staff may ask a person to provide documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services or facilities:

- explain why the animal is excluded
- discuss with the customer another way of providing goods, services or facilities

## **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 certain cases, the UCPR might require a person with a disability to be accompanied by a support person for the health or safety reasons of:

- the person with a disability;
- others on the premises.

Before making a decision, the UCPR will:

- consult with the person with a disability to understand their needs;
- consider health or safety reasons based on available evidence;

- determine if there is no other reasonable way to protect the health or safety of the person or others on the premises.

If the UCPR determines that a support person is required, we will waive the admission fee or fare (if applicable) for the support person.

## **Notice of temporary disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, the UCPR 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.

Notice may be given by posting the information about the service disruption at a conspicuous place on premises owned and operated by the UCPR of goods or services, by posting it on the UCPR's website ([www.prescott-russell.on.ca](http://www.prescott-russell.on.ca)) or by such other method as is reasonable in the circumstances.

## **Training**

The training on accessible customer service will be provided to:

- all employees and volunteers
- anyone involved in developing our policies
- anyone who provides goods, services or facilities to customers on our behalf.

Employees who have already been trained on accessible customer service will be informed about the changes and trained on the updated accessible customer service policy.

The UCPR will update its training records and its *Accessible Customer Service Policy* when changes occur.

Training will include:

- purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- UCPR's policies 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, services or facilities to people with disabilities.

## **Feedback process**

The UCPR welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Customers who wish to provide feedback or suggestions on the way the CUPR provides goods, services or facilities to people with disabilities can provide feedback by contacting directly:

Alain Lacelle  
Coordinator of the Advisory Accessibility Committee  
[alacelle@prescott-russell.on.ca](mailto:alacelle@prescott-russell.on.ca)  
613-675-4642 ext 6500

The UCPR will ensure that a feedback process is accessible to disabled customers by providing or arranging for accessible formats and communication supports, on request.

## **Notice of availability of documents**

UCPR's documents regarding the accessibility of its customer service is available upon request.

The UCPR will provide this document in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.

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

Any policies that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed or interpreted and applied in order to include those principles.

**Related links on the Ministry's website** <https://www.ontario.ca/page/accessible-customer-service-policy-template>

[Free training resource on accessible customer service](#)

[Subscribe to the newsletter on accessibility](#)

[Make emergency information accessible for customers](#)

[Train your staff on accessibility](#)



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Stéphane P. Parisien  
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