



CUSTOMER SERVICE PROCEDURES

For the Customer Service Policy

Accessibility for Ontarians with Disabilities Act, 2005

1.0 PURPOSE:

This document provides the practices procedures and forms required to implement the Municipality of Mississippi Mills Customer Service Standard Policy and to meet the Customer Service Standards as prescribed in Ontario Regulation 429/07 under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

2.0 SCOPE:

The Council of the Corporation of the Municipality of Mississippi Mills adopted the Accessibility – Customer Service Standards Policy on the 29th day of June, 2009.

Under this policy all members of Council, Municipality employees, including full-time, part-time, and temporary employees, summer students and co-op placements and persons acting on behalf of the Municipality (e.g. third parties, consultants, contractors) shall follow the procedures contained in this document or any other action required by law.

3.0 DEFINITIONS:

Alternative Service means a service generally intended to be temporary that approaches the desired result until such time as the barrier is removed or an equivalent service is put in place;

Assistive Device means an auxiliary aid such as communication aids, cognition aids, personal mobility aids and medical aids (i.e. canes, crutches, wheelchairs or hearing aids);

Contractor means a company or person with a formal or informal contract to do a specific job on behalf of the Municipality;

Customer means any person who receives or seeks to receive goods or

services from a person or organization in the private, public and non-governmental sector. Customer includes persons who involuntarily receive goods or services imposed by an external authority.

Disability means the same as the definition of disability found in the Ontario Human Rights Code;

Equivalent means having similar effects or identical effects;

AODA means Accessibility for Ontarians with Disabilities Act, 2005 as amended.

Service Animal means an animal trained to do work or perform tasks for the benefit of a person with a disability as defined in Ontario Regulation 429/07;

Support Person means any person whether a paid professional, volunteer, family member or friend 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.

PROCEDURES:

1.0 COMMUNICATION

The Municipality shall:

- 1.1** Communicate with people with disabilities in ways that take into account their disability;
- 1.2** Train staff who communicate with customers on how to interact and communicate with people with various types of disabilities;
- 1.3** Provide accessible notifications to all of our customers in the following formats upon request: email, large print, Braille, hard copy;
- 1.4** Answer any questions customers may have about the content of the communication in person, by telephone, e-mail or in writing.

2.0 TELEPHONE SERVICES

The Municipality shall:

- 2.1** Provide accessible telephone service to our customers;
- 2.2** Train staff to communicate with customers over the telephone in clear and

plain language and to speak clearly and slowly;

- 2.3 Offer to communicate with customers by email, in writing, in person, or by relay service if telephone communication is not suitable to their communication needs or is not available.

3.0 ASSISTIVE DEVICES

The Municipality shall:

- 3.1 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; and
- 3.2 That appropriate staff know how to use the following assistive devices available on Municipality premises for customers:
 - automatic doors
 - elevator

4.0 USE OF SERVICE ANIMALS & SUPPORT PERSONS

- 4.1 Service Animals - When a person with a disability is accompanied by a guide dog or other service animal, the Municipality will permit the person to enter the premises with the animal and keep it with him or her unless the animal is otherwise excluded by law from the premises.
- 4.2 Support Person - When a person with a disability is accompanied by a support person, they are permitted to enter the premises together and are not prevented from having access to each other while on the premises. The Municipality may require a person with a disability to be accompanied by a support person while on its 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.
- 4.3 Where fees for goods and services are required by the Municipality and where the Municipality requires a person with a disability to be accompanied by a support person when on the premises, the Municipality will waive payment of the amount of the fee in respect to the support person's admission to the premises.

5.0 NOTICE OF TEMPORARY DISRUPTION

- 5.1 The Municipality 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.

- 5.2 This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.
- 5.3 The notice will be placed at all public entrances and service counters on our premises, and where appropriate, on our website:
www.mississippimills.ca.
- 5.4 If the disruption is anticipated, the Municipality will provide a reasonable amount of advance notice of the disruption. If the disruption is unexpected, notice will be provided as soon as possible

6.0 TRAINING

- 6.1 Training will be provided to staff based on the position's job requirements and probability of contact to the public.
- 6.2 Training will be provided to volunteers based on the level of contact with the public.
- 6.3 Staff will be trained on an ongoing basis when changes are made to the policies, practices and procedures.
- 6.4 Records of the training provided, including date of training will be kept in each employee file.
- 6.5 For every new hire, training will be provided within 6 months after a staff person commences their duties.
- 6.6 Levels of training will be customized into four categories:

LEVEL ONE:

Where customer service is a component of the staff/person's job description/contract or participate in the development of policies, practices or procedures.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard;
- Information on Municipal policies, practices and procedures dealing with the AODA;

- How to provide goods and services in a manner that respects the dignity and independence of persons with disabilities;
- How to interact and communicate with persons in a manner that takes into account their disabilities;
- The process for people to provide feedback to the Municipality about its provision of goods and services to persons with disabilities, and how the Municipality responds to the feedback and takes action on any complaint;
- How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog, service animal or a support person to access goods and services;
- How to use equipment or devices available on Municipal premises or provided by the Municipality that may help with the provision of goods and services;
- What to do if a person with a disability is having difficulty accessing the Municipality's goods and services.

LEVEL TWO:

Where customer service is not the primary function however there is potential for coming in contact with the public or may participate in the development of policies, practices or procedures.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard;
- Information on Municipal policies, practices and procedures dealing with the AODA;
- How to interact and communicate with persons in a manner that takes into account their disabilities;
- The process for people to provide feedback to the Municipality about its provision of goods and services to persons with disabilities, and how the Municipality responds to the feedback and takes action on any complaint;
- What to do if a person with a disability is having difficulty accessing the Municipality's goods and services.

LEVEL THREE

For those who may have occasional or a limited basis interaction with the public or limited participation in the development of policies, practices or procedures the following information will be provided.

- Pamphlet – Accessible Customer Service
- Customer Feedback Form
- Customer Service Guidebook
- Access to E-learning technology

LEVEL FOUR

For those who rarely interact with the public or participate in the development of policies, practices or procedures, the following information will be provided. This level also applies to those persons who have such a limited and occasional interaction with the public, that it is impractical to provide comprehensive training (i.e. 3 hour shift at Pakenham Home Show). These persons must be under the direct supervision of someone who has completed the appropriate level of training.

- Pamphlet – Accessible Customer Service
- Customer Feedback Form
- Customer Service Guidebook

7.0 FEEDBACK PROCESS:

To assist the Municipality in ensuring that the delivery of goods and services to those with disabilities is provided in an effective and timely manner, the customer is invited to provide their feedback as follows:

In writing, in person, e-mail or telephone, addressed to:

Clerk
Municipality of Mississippi Mills,
PO Box 400
3131 Old Perth Road
Almonte ON K0A 1A0
Phone : (613) 256-2064 ext 226
Fax : (613) 256-4887
E-Mail: chalcrow@mississippimills.ca

The Municipality Clerk will respond either in writing, in person, e-mail or telephone acknowledging receipt of feedback and will set out the action to be taken in response to any complaints. A response will be provided within twenty one days.

Information about the feedback process will be posted at each Municipal facility

and on the website www.mississippimills.ca

8.0 MODIFICATIONS TO THIS OR OTHER PROCEDURES

The Municipality is committed to developing customer service practices and procedures that respect and promote the dignity and independence of people with disabilities. Therefore, changes may be made from time to time to the procedures resulting from the feedback received and improvements to customer service for people with disabilities.

Any Municipal practice or procedure that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

9.0 EFFECTIVE DATE

These procedures take effect on January 1, 2010.

10.0 SCHEDULES:

Training Record
 Training Plan
 Customer Feedback Form
 Record of Customer Feedback
 Customer Service Guidebook
 Pamphlet – Accessible Customer Service
 Notice - Planned Service Disruption
 Notice - Unexpected Service Disruption

11.0 REFERENCES:

Municipality of Mississippi Mills Accessibility Customer Service Standards Policy
 Ontario Human Rights Code
 Accessibility for Ontarians with Disabilities Act, 2005
 O. Reg 429/07 Accessibility Standard for Customer Service
 Mississippi Mills Municipal Accessibility Plan

Municipality of Mississippi Mills ACCESSIBLE CUSTOMER FEEDBACK FORM

Accessibility for Ontarians with Disabilities Act, 2005

Thank you for visiting the Municipality of Mississippi Mills. We value all of our customers and strive to meet everyone's needs.

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

Staff Person or Position: _____

Location: _____ Department: _____

Did we respond to your accessible customer service needs today?

☐ YES ☐ SOMEWHAT ☐ NO (please explain below)

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 ☐ SOMEWHAT ☐ NO (please explain below)

Please add any other suggestions/comments you may have:

☐ Please check the box if you would like to receive a response to your feedback.

Contact information:

Name: _____ Phone: _____

Address: _____

Municipality of Mississippi Mills RECORD OF CUSTOMER FEEDBACK

Date feedback received: _____

Name of customer _____

Contact information _____

Details:	Remedial Measures:	Staff Member:	Follow-up:	Due by:

Authorization

Dated

cc: _____

Municipality of Mississippi Mills
RECORD OF
ACCESSIBLE CUSTOMER SERVICE TRAINING

Department or Event:

Date of Training	Name of Employee	Level I (3 hrs)	Level II (1 hr)	Level III E-Learning	Level IV Reading Materials

Supervisor: _____

Date: _____

Municipality of Mississippi Mills
ACCESSIBLE CUSTOMER SERVICE TRAINING PLAN

DEPARTMENT:					
Staff by Category	Name of Employee	Level I	Level II	Level III	Level IV
Full Time Staff					
Part Time					
Contractors					
Volunteers					
Summer Students					

Department Head: _____

C.A.O. _____

Date: _____

Municipality of Mississippi Mills
SCHEDULED SERVICE DISRUPTION NOTICE

There will be a scheduled service disruption at the _____.

The disruptions will be from _____ until _____.

These disruptions include:

On behalf of the Municipality of Mississippi Mills we would like to thank you for your patience in this matter.

Should you have any further questions please contact:

Clerk
Municipality of Mississippi Mills
PO Box 400
3131 Old Perth Road
Almonte ON K0A 1A0
613-256-2064 ext. 226
Website: mississippimills.ca

Municipality of Mississippi Mills
UNEXPECTED SERVICE DISRUPTION NOTICE

There has been an unexpected service disruption(s) at the _____.

The estimated time of the service disruption(s) are from _____ until _____.

These disruption(s) include:

On behalf of the Municipality of Mississippi Mills, we would like to thank you for your patience in this matter.

Should you have any further questions, please contact:

Clerk
Municipality of Mississippi Mills
PO Box 400
3131 Old Perth Road
Almonte ON K0A 1A0
613-256-2064 ext. 226
Website: mississippimills.ca