



ACCESSIBILITY

Subject: Customer Service Procedures and Practices

Procedure No: AODA 110 1a	Applies to all staff	Approved by Senior Management Date of Approval March 16, 2010
Effective: March 31, 2010	Last Revised:	Page 1 of 12

PURPOSE

To ensure that interaction and communications with all customers will be prompt, respectful, sensitive to customers needs and friendly with a goal of satisfying the customer's needs.

To ensure that goods and services delivered by the County of Prince Edward are provided in a manner that respects the dignity and independence of all customers and are integrated wherever possible for persons with disabilities.

To ensure that interaction and communication with people with disabilities as well as their service animals and support persons will be compliant under the criteria as mandated by the Accessibility for Customer Service, regulation 429/07.

GOVERNING INSTRUMENT/BACKGROUND

Accessibility for Ontarians Act 2005
 O Reg 429/07 Customer Service Standard
 Municipal Policy # AODA 110, Council Motion 2010 -153 10.1.3
 Customer Service Protocol Council Motion CW 478-2009
 Website Content Management Policy # IT 200
 Voice Mail procedure – CAO email directive May 11, 2009
 Standard Font practices- Clerk email directive December 18, 2009 and January 7, 2010

PROCEDURE

At first point of contact employees will take ownership of the customer's inquiry an attempt to find a solution or appropriate response where possible. Referrals or transfers to other employees or departments will request a confirmation of response and action.

A: DELIVERING SERVICE IN PERSON:

You may not know if a customer has a disability. Approach everyone with the same degree of courtesy and professionalism. If someone identifies that they have a disability, or requests assistance, do your best to accommodate while providing them with the highest degree of dignity and independence. If a customer is experiencing difficulty communicating, staff will ask them what can be done to improve the situation, such as moving to a quieter area, an area with different lighting or a larger less enclosed area.

If a customer is unable to gain access to a work site staff will make every effort to meet in an alternate location considering their particular needs such as the building foyer, parking lot or in rare cases at an external location.

Do not make assumptions about someone's particular needs, ask them.

1: SUPPORT PERSONS:

People with disabilities may use support persons to assist them. A support person can be a Personal Support Worker, a volunteer, a family member or a friend.

How to interact appropriately with people who use support persons

- Allow support persons to accompany and assist the person with a disability at all times.
- If an admission fee is being charged for a service, program or event, make sure that the admission fee for "support persons" is also advertised.
- Speak directly to the person with a disability, not the support person.
- Look at the person with a disability while you are speaking with them.

2: SERVICE ANIMALS:

People with disabilities may use service animals for a variety of reasons. The most commonly recognized service animals are dogs that assist people who are blind or have low vision. Service animals may also be used to alert people who are deaf or hard of hearing, or to alert an individual to an oncoming seizure. Service animals can also be used to help people with autism, mental health disabilities, physical disabilities, or other disabilities.

How to interact appropriately with people who use service animals

- Allow service animals to accompany and assist the person with a disability at all times, unless they are specifically excluded by law.
- Recognize that service animals are not always dogs. If you are unsure about a particular animal, you can request a letter signed by a physician or nurse certifying that it is a service animal.
- Never touch, talk to, or otherwise distract a service animal.
- If a service animal is not being kept under the control of its owner and is causing a disruption, you may ask that the animal be removed from the premises.

Accommodation of Service Animals:

Employee interaction with service animals is likely to be limited, as they should remain under the control of their owner at all times.

When preparing for longer meetings or events, accommodation for service animals is recommended.

- i) Ask that people who are planning to bring a service animal to a meeting advise ahead of time of any special needs, such as a water bowl for the animal.
- ii) Ask that people who use exotic service animals keep them under their control, and that they bring documentation signed by a physician or nurse to certify that the animal is used as a service animal.

The County of Prince Edward has identified 2 service delivery locations where service animals are excluded by law:

- i) Landfill and Transfer sites
- ii) Food preparation and food service areas that are open to the public.

*If you provide customer service at Land Fill or Transfer sites refer to **AODA 110 2c Service Animals at Land Fill and Transfer Sites** for instructions*

*If you provide customer service at facilities with food preparation or food service areas that are available to the public refer to **AODA 110 2d Service Animals at Food Preparation and Food Service Locations** for instructions*

3: PERSONAL ASSISTIVE DEVICES:

Assistive devices enable people with disabilities to participate more fully in day-to-day activities. Wheelchairs, walkers, canes, glasses and hearing aids are all examples of personal assistive devices. These devices are part of people's personal space, and should not be interfered with.

The County of Prince Edward also provides several assistive devices for public use, which are explained within the Accessibility policy and procedures documents.

How to interact appropriately with people who use personal assistive devices

- Do not touch or move a personal assistive device without permission.
- Make sure that people are able to keep their assistive devices with them and make use of them.
- Become familiar with the list of assistive devices that the municipality provides.
- Know how to operate any assistive devices provided by the municipality that you may need to use in the course of your duties.

4: POINT OF CONTACT

i) Counter Service:

If someone is having difficulty communicating with you, ask them what you can do to improve the situation. For example, someone who is hard of hearing might need to move to a quieter area, or someone with low vision might have trouble seeing due to glare from a window or skylight

ii) In an Office:

If someone has a visible disability that is likely to prevent them from either accessing your office or meeting comfortably there, ask them if the barriers you suspect will be a problem. If the person is unable to gain access to your office, make every effort to meet in an alternate accessible location, considering their particular needs. Do not make assumptions about someone's particular needs, ask them. Also keep invisible disabilities in mind, for example some people may have environmental sensitivities to dust or perfume that could become a concern. Some people may also have mental health issues that could limit their ability to meet in a smaller space. Others may have physical disabilities that could prevent them from sitting in a particular type of chair, or walking up stairs.

iii) On-Site:

If your duties involve interacting with someone who has a disability, for example while carrying out an inspection at their residence be aware that people with disabilities may take extra time to answer the door. If someone is deaf or hard of hearing, they may not hear a knock at the door. Others may have assistive devices to detect door knocks, or doorbells that provide visual cues. Check for any posted signs that might explain how to signal your presence, or if a different door should be used.

If someone with a disability approaches you for information or assistance while you are working, for example, if a sidewalk or other path of travel is obstructed by your work, always ensure that the procedure for notice of temporary disruption is followed.

Refer to Procedure AODA 110 1c Service Disruptions and the Provision of Notice for instruction

iv) At Public Meetings and Events:

Public meetings present different challenges in delivering service to people with disabilities. It is important to ensure that people are able to access information being provided at meetings, and provide input where appropriate. Much of this needs to be addressed at the planning-stage.

Refer to Procedure AODA 110-2b Accessible Public Meetings and Events for instruction.

B: DELIVERING SERVICE WITH WRITTEN OR PRINTED DOCUMENTS, E-MAIL, OR FAX:

People with disabilities use methods other than standard print to access information. These methods are often referred to as alternate formats of documents. Staff must ensure that the document format will be useable by the customer.

i) Alternate Formats of Documents:

In the event that the format of available printed documents is not useful to someone who has requested a copy, seek to provide information in an alternate format that is accessible to the customer. For example, someone with a visual disability may be able to receive the information in a specific format via e-mail and have their computer read it to them at home.

If the customer proposes a format that would be costly, time consuming or difficult for the County to produce, the departmental supervisor will explore other options with them and reach an agreement on an alternate format.

The timeframe attached to the process to convert the municipal document to an alternate format may vary depending on the media, the size, complexity, quality of the source documents and number of documents to be converted and will be agreed upon by the customer and staff.

ii) Standard Font for Municipal documents:

All municipal print and electronic documents, including the municipal web site, email, staff reports and advertising will utilize Verdana 11 as the standard corporate font whenever possible. The Verdana 11 font is large and easier to read for those with visual impairments and the use of a standard font will enhance the municipal visual identity.

iii) Magnifier Sheets:

All service counters at the 3 main Administration buildings: Shire Hall, the Edward Building and Recreation, Parks and Culture department will provide magnifier sheets as an assistive device for persons with vision impairment.

iv) Email Protocol:

Employees will use Verdana 11 for emails including the signatory section's name and contact information.

Email messages will be acknowledged by the end of the next working day.

C: DELIVERING SERVICE BY TELEPHONE:

Staff will approach everyone with the same degree of courtesy and professionalism. If a customer identifies that they have a disability or requests assistance, staff will do their best to accommodate while providing them with a high level of dignity and independence. If documents are to be provided following a telephone conversation see above.

i) Voice Mail Protocol:

Employees will ensure that their voice mail message is changed to reflect their current attendance.

All messages will be consistent: initialized by the employee name, title and extension; identify a back-up name and number; and use the templates included in the CAO email dated May 11, 2009 appended.

Voice mail messages will be acknowledged by the end of the next working day.

ii) Using Bell Relay Service:

Bell Relay Service allows people who use Teletypewriter (TTY) which is a typewriter with an electronic communication channel, to communicate with other persons by phone. A call is placed via the Bell Canada TTY operator, who then relays the information by calling and repeating it to a hearing customer. Relay operators are available 24 hours a day, 7 days a week. The service is easy to use and is available almost anywhere in the world. There are no extra charges to use the service; Bell Relay calls are billed as regular calls.

Refer to Procedure AODA 110 2a Bell Relay Service for instructions.

D: TYPES OF DISABILITY AND HOW TO INTERACT WITH APPROPRIATELY

Specific Practices for Serving Anyone with Special Needs

- Offer your help, but don't insist.
- Ask how to help, and what to do.
- Respect the person's determination of his/her own needs and level of autonomy.
- Try to convey the message that you are comfortable and not anxious when helping.
- Relax and Smile!
- Avoid making assumptions - Ask!
- Treat a disabled person the same as a non-disabled person, as much as possible.
- Don't be afraid to ask someone to repeat something you didn't understand.
- Ask questions about the disability only if you really need to know.
- Address everyone directly - not the interpreter, attendant, or companion.

- Don't touch anything - equipment, dogs, wheelchairs, etc., without asking first.

REMEMBER: People with disabilities are individuals who come with the same variety of attitudes, interests and personalities as the general population. Don't embarrass anyone by making assumptions. If you don't know what to do in any situation, ask! The person who lives with the disability is the best resource for information on how to help.

i) What you need to know about People with Visual Impairments

About the disability...

In order to be considered blind under Canadian Law, someone must have 10% or less of normal vision in the better eye, after putting on glasses or contact lenses. That means that this person must stand 20 feet away or less, to see something that a person with 20/20 vision can see from 200 feet away.

Only 10% of people who are legally blind see absolutely nothing. The majority have some vision. How much they see, and how functional it is varies greatly from person to person. Some have tunnel vision, and can only see straight ahead. Others have no central vision, but can see around the edges. People with cataracts have generally indistinct vision, and see things through a 'foggy window'.

How to interact appropriately with people who have visual impairments

- Identify yourself when you approach.
- Never touch a person with a visual impairment without warning, unless it is an emergency.
- Ask IF help is needed, and if so, HOW you can best help. DON'T make assumptions!
- Offer your arm (the elbow) to guide the person, if it is wanted.
- Never touch, talk to, or otherwise distract a guide dog.
- When giving directions be precise and clear.
- Don't shout, and don't talk down.
- Look at the person while speaking to him/her.
- Don't assume the individual can't see you.
- Tell anyone using a guide dog what you are doing before opening a door.
- Don't walk away without saying good-bye.
- Don't leave anyone in the middle of a room. Show them to a chair, or guide them to stand by a wall, door, etc.
- Be patient, things may take a little longer.

ii) What you need to know about People who are Deaf, deafened or hard of hearing

About the disability...

Several terms are used to describe people who have hearing loss: hard of hearing, Deaf, deafened and hearing-impaired. The last term is the least popular, and people who are Deaf, deafened or hard of hearing do not use it. As in the case with other disabilities, hearing loss has a wide variety of causes and degrees. Remember that people who are affected do not hear the way the average person does, and they may require assistive devices when communicating.

How to interact appropriately with people who are Deaf, deafened or hard of hearing

- Be sure to have the person's attention before speaking. The best way is a gentle tap on the person's shoulder, if he/she is not facing you.
- NEVER yell or exaggerate your speech.
- Use alternate communication methods if it is necessary. Ask what method is preferred, i.e. pen and paper.
- Look directly at the person to whom you are speaking.
- Don't make assumptions about the level of intellect or hearing.
- Don't put anything in front of your mouth
- Be clear and precise when giving directions, and repeat or rephrase if necessary. Make sure you have been understood.
- If there is a "hearing ear" dog, do not pet, feed or distract the animal.
- Review Bell Relay procedure
- Make sure that all assistive devices are properly installed and working.
- Do not show impatience. Communication for people who are Deaf is different because their first language is often not English, but Sign Language.

iii) What you need to know about People who are deafblind

About people who are deafblind...

A deafblind person is one who has lost both sight and hearing. This results in greater difficulties in accessing information and pursuing goals. Most people who are deafblind will be accompanied by an intervener, a professional who facilitates communication.

Interveners are trained in special sign language that involves touching the hands of the client in a two hand, manual alphabet or finger spelling. There are also a number of other communications methods (auditory, visual, and tactile) that the intervener will facilitate. He/she may also guide and interpret for the client.

How to interact appropriately with people who are deafblind

- Identify yourself, and gently touch a hand or arm when you approach.
- Never touch a deafblind person suddenly, unless it is an emergency.
- Use alternate communication methods if it is necessary.
- If there is an intervener, look at and speak to the person who is deafblind.
- Don't make assumptions about the level of intellect, hearing or vision.
- Don't shout or gesture wildly.
- Be clear and precise when giving directions, and repeat or rephrase if necessary.
- Never interfere with a deafblind person's guide dog.
- An intervener is a very highly trained professional. This person should be treated with the respect you would give to any other professional - i.e. doctor, lawyer, dentist, etc., and not as an attendant or servant.

iv) What you need to know about People with Physical Disabilities

About the disability...

There are many types and degrees of physical disabilities and not all of these disabilities require the use of a wheelchair. This category includes people who have arthritis, heart or lung conditions, amputations, and Little People.

People with speech impairment: This category includes people who stutter, as well as those who have cerebral palsy, hearing loss, or other conditions that make it difficult to pronounce words. Speech impairments come in many degrees. Some people who have severe difficulties may use communication boards or other assistive devices.

How to interact appropriately with people who have physical disabilities

- Speak directly to the person, NOT to the attendant.
- Ask IF and HOW you can best help.
- Take the time to understand.
- Avoid touching any assistive devices, including wheelchairs, unnecessarily.
- Provide information about accessible features of the immediate environment if appropriate. (the location of automatic doors, accessible washrooms, etc.).
- If someone has a disability that prevents them from accessing your work site ask them if the barriers you suspect will be a problem. If the person is unable gain access, make every effort to meet in an alternate accessible location, considering their particular needs.

When Communicating With Anyone Who Has a Speech Impairment

- Don't assume an intellectual disability.
- Don't pretend you've understood if you haven't
- Do ask the person to repeat what you don't understand.
- Ask questions that can be answered 'yes' or 'no'.
- **Be Patient!** The speech may be slow and difficult, but that does not mean it won't be worth waiting for!

v) What you need to know about People with Psychiatric Disabilities

Adapted from Boston University Center for Psychiatric Rehabilitation, "What is Psychiatric Disability and Mental Illness?"

About the disability...

Psychiatric disability is also referred to as mental illness. Usually you will not be aware of the state of someone's mental health, unless you are informed of it. The term 'psychiatric disability' is used when mental illness significantly interferes with the performance of major life activities, such as learning, working and communicating, among others.

How to interact appropriately with people who have psychiatric disabilities

- Create a climate of confidence; remain calm and relaxed as you do with all clients. If you respond in a panicky fashion, it could create or escalate a situation. Avoid reacting with negativity, keep an open mind and treat the person as an adult.
- Take the person seriously, and avoid confrontation. Accept him or her as an individual, and avoid grouping all people with psychiatric disability (mental illness) together.
- Pay attention to non-verbal clues. You may notice someone breathing rapidly, pacing, perspiring, etc., and should recognize these signs of anxiety. If you are aware of an anxiety disorder, you may be able to help.
- If someone appears to be in a crisis, ask how to help.
- When speaking with the individual, keep your voice low and calm.

vi) What you need to know about People with Intellectual Disabilities

About the disability...

Intellectual disability is intellectual development and capacity that is significantly below average. It involves a permanent limitation in a

person's ability to learn, with effects ranging from mild to profound. The vast majority, 80% are in the mildly affected range.

People with intellectual disabilities have difficulty, sometimes severe, doing many things we take for granted. The emphasis must be placed on what each person can achieve.

Many people who have intellectual disabilities were born without the disability, but developed it later in life due to an illness or accident. Try as much as possible to treat any person with an intellectual disability like everyone else. He/she may be able to understand more than you realize, and will appreciate your behaviour.

How to interact appropriately with people who have intellectual disabilities

- Use simple words.
- Keep sentences short.
- Verify that the message has been understood.
- Be prepared to repeat and rephrase your sentences.
- Give one piece of information at a time.
- Maintain a polite attitude.
- Don't make assumptions about what anyone might be able to do.
- Don't show impatience.

vii) What you need to know about People with Learning Disabilities

About the disability...

Up to twenty percent of the population has a learning disability. Many go undiagnosed for years, with the people making constant, unconscious accommodations. Learning disabilities have nothing to do with intelligence or psychiatric conditions - many very bright, successful professionals have learning disabilities.

These conditions can affect concentration, sequencing, memory, personality, the ability to read, write or count, take notes, follow directions, or sit in a noisy room. Learning disabilities should be diagnosed through sophisticated testing administered by a psychiatrist or clinical psychologist.

How to interact appropriately with people who have learning disabilities

- If you are told that a learning disability is present, ask for the best techniques to accommodate the person's needs.
- Become accustomed to providing information in the format and structure that is most effective and appropriate for the individual.

- Avoid trying to 'cure' this disability. That cannot be done, but there are techniques for helping people with learning disabilities to learn, work and function effectively in society.

RESPONSIBILITIES

All staff who deal with members of the public as well as other third parties who act on the behalf of the County of Prince Edward will be trained on this practice.

REVIEW

The Senior Management Team will conduct a review of this procedure as required and at a minimum every four years, as part of a general review of the County of Prince Edward Policy Manual prior to the commencement of a new term of Council.

Supervisors will review with their employees the procedure standards that apply to their respective workplace. The review may be conducted at staff meetings, pre-shift meetings, tailgate talks or other means. These reviews will be documented in the department and a summary of attendee names and subjects covered will be copied to the Human Resources Manager

The Manager of Human Resources will record the departmental review as training in each employee file.

Any suggestions for changes shall be forwarded to the designated Accessibility contact person.

REFERENCE MATERIALS

Section D adapted from Accessibility Ontario Web site, Ministry of Citizenship, Copyright Queen's Printer for Ontario, 2002.

REVIEW RECORD

Next review due 2014.



ACCESSIBILITY PROCEDURE

Subject: Feedback

Procedure No: AODA 110 -1b	Applies to all staff	Approved by Senior Management Date of Approval March 16, 2010
Effective: March 31, 2010	Last Revised:	Page 1 of 3

PURPOSE

To establish a process for receiving and responding to feedback about the manner in which the municipality provides goods or services to persons with disabilities and to make the information about the process available to the public.

GOVERNING INSTRUMENT/BACKGROUND

Accessibility for Ontarians Act 2005
O Reg 429/07 Customer Service Standard
Municipal Policy # AODA 110, Council Motion 2010-153 10.1.3

PROCEDURE

1. A feedback process has been established through the County's accessible website in order to receive feedback on the County's services from people with disabilities. A form has been launched that directs comments and feedback to the CAO/Commissioner of Corporate Services Administrative Assistant to coordinate follow-up from departments where requested, generally within 30 days of receiving the feedback.
2. All feedback form template is appended to this procedure.
3. Forms are made available on the County's accessible website, and at service counters at the three main municipal administration offices at Shire Hall, the Edward Building and the Recreation, Parks and Culture department.
4. Persons wishing to leave feedback on the County's programs and services for people with disabilities are to be directed to or provided with the forms.
5. Where a person with a disability is unable to complete a written form or submit comments using the online form, staff will discuss what format would be suitable for their use. The use of the feedback form is not mandatory, and comments may be received in writing without the use of the form, or in other formats, such as on CD or DVD, by e-mail, through fax, or verbally (either in person, or by telephone).
6. Staff a point of contact will forward the form as it was completed by the customer to the Chief Administrator's office for recording and forwarding on to the appropriate Commissioner for input and or action.
7. Where follow-up is requested and complete contact information is provided, the appropriate Commissioner will contact the person who left the feedback

to advise them of actions to be taken in response to their comments within 30 days.

8. The Commissioner will then copy the completed form to the Chief Administrator's office for file as a municipal record.
9. The information collected from the feedback process will be summarized and presented to the County's Accessibility Advisory Committee as appropriate given the volume of feedback received.

TRAINING/IMPLEMENTATION

All staff will be trained on this procedure.

REVIEW

The Senior Management Team will conduct a review of this procedure as required and at a minimum every four years, as part of a general review of the County of Prince Edward Policy Manual prior to the commencement of a new term of Council.

Supervisors will review with their employees the procedure standards that apply to their respective workplace. The review may be conducted at staff meetings, pre-shift meetings, tailgate talks or other means. These reviews will be documented in the department and a summary of attendee names and subjects covered will be copied to the Human Resources Manager

The Manager of Human Resources will record the departmental review as training in each employee file.

Any suggestions for changes shall be forwarded to the designated Accessibility contact person.

REFERENCE MATERIALS

Feedback Form attached
Feedback Tracking Form

REVIEW RECORD

Next review due March 2014.

Feedback Form



County of Prince Edward

Feedback or Suggestions for County Programs and Services

This document is available in alternate formats upon request

The Corporation of the County of Prince Edward
Website: www.pecounty.on.ca

332 Main Street
Picton, Ontario
K0K 2T0

T: 613-476-2148
F: 613-476-8356
Email: accessibility@pecounty.on.ca

Thank you for visiting The Corporation of the County of Prince Edward. We value all our citizens and customers and strive to meet everyone's needs.

Please tell us about your visit: Date and Time: _____ Location: _____			
Please add your comments about our customer service: 			
First Name: _____			
Last Name: _____			
Would you like a response? If yes, please choose from the list below:			
Telephone	Fax	E-Mail	Regular Mail
Phone Number: _____		Mailing Address: _____	
E-Mail: _____			

MUNICIPAL FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY ACT

Personal Information on this form is collected under the Freedom of Information and Protection of Privacy Act R.S.O. 1990 for the purposes of improving accessible customer service. Questions about this collection should be directed to the Clerk at 332 Main Street, Picton, Ontario K0K 2T0. T 613-476-2148.

For Office Use Only: Date Received: _____ Date Forwarded to Commissioner: _____ Follow-up Actions: _____
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ACCESSIBILITY PROCEDURE

Subject: Service Disruptions and the Provision of Notice

Procedure No: AODA 110-1c	Applies to all staff	Approved by Senior Management Date of Approval March 16, 2010
Effective: March 31, 2010	Last Revised:	Page 1 of 4

PURPOSE

To provide notice of disruption of service for any location, technology or method to the public. The County of Prince Edward recognized that notice is important to persons with disabilities who usually use particular facilities or services such as accessible transit.

GOVERNING INSTRUMENT/BACKGROUND

In the event of an emergency this procedure will be superseded by the requirements of the Emergency Plans Act, RSO 1990

Accessibility for Ontarians Act 2005
O Reg 429/07 Customer Service Standard
Municipal Policy # AODA 110, Council Motion 2010-153 10.1.3

PROCEDURE

1. An official notice template to be used in the event of any service disruption is appended to this procedure.
2. Service disruptions could include such things as a power failure, elevator or lift maintenance, anything limiting access to County facilities, sidewalk closures and detours, or an accessible washroom closure.
3. In the event of a planned service disruption, the following steps must be taken:
 - a. The manager responsible for the service delivery being disrupted will post Signage at least two (2) days prior to the planned disruption on-site and at the building entrance where applicable.
 - b. The manager responsible for the service delivery being disrupted will forward a copy of the 'Notice of Service Disruption' form to the Clerk for posting to the County's accessible website at least two (2) working days prior the planned disruption.
 - c. When appropriate and when timing allows, the responsible manager will provide notice in local newspapers and/or by radio announcement or by other means using approved templates.
 - d. The manager responsible for the service delivery being disrupted will ensure that employees working in the general area, or along an accessible route to the location of the disruption are advised of

alternative services available and will be encouraged to offer assistance to anyone experiencing difficulty, or likely to experience difficulty resulting from the disruption.

- e. The manager responsible for the service delivery disruption will send a copy of the Notice to the 'All County Staff' contact group to notify all staff of the nature of the disruption.
4. In the event of an unexpected temporary disruption in service, the following steps must be taken:
- a. Signage will be posted on-site, and at the building entrance where applicable as soon as possible.
 - b. Other means of notifying the public may be utilized by the manager responsible for the service delivery disruption in consultation with the appropriate Commissioner and the Clerk. The Commissioner will inform the Chief Administrative Officer.
 - c. The Clerk will post the 'Notice of Service Disruption' form to the County website as soon as possible.
 - d. Employees working in the general area, or along an accessible route to the location of the disruption will be advised of alternative services available, and will be encouraged to offer assistance to anyone experiencing difficulty, or likely to experience difficulty resulting from the disruption. Employees should always ask, and wait to receive a positive response before providing assistance to someone with a disability.
 - e. The manager responsible for the service delivery disruption will send a copy of the Notice to the 'All County Staff' contact group to notify all staff of the nature of the disruption.

TRAINING/IMPLEMENTATION

All staff will be trained on this procedure.

REVIEW

The Senior Management Team will conduct a review of this procedure as required and at a minimum every four years, as part of a general review of the County of Prince Edward Policy Manual prior to the commencement of a new term of Council.

Supervisors will review with their employees the procedure standards that apply to their respective workplace. The review may be conducted at staff meetings, pre-shift meetings, tailgate talks or other means. These reviews will be documented in the department and a summary of attendee names and subjects covered will be copied to the Human Resources Manager

The Manager of Human Resources will record the departmental review as training in each employee file.

Any suggestions for changes shall be forwarded to the designated Accessibility contact person.

REFERENCE MATERIALS

List of media contacts and advertising templates available from the Clerks office
Prince Edward County Municipal Control Group Emergency Plan
Notice of Service Disruption template attached.

REVIEW RECORD

Next review due 2014.



NOTICE

Disruption in Service

There is currently a service disruption. The estimated time of the service disruption will be:

From:	To:
The disruption includes:	
The following alternative services are available:	

On behalf of the County of Prince Edward, we would like to thank you for your patience in this matter.

Contact:



ACCESSIBILITY PROCEDURE

Subject: Staff Training

Procedure No: AODA 110- 1d	Applies to all staff	Approved by Senior Management Date of Approval March 16, 2010
Effective: March 31, 2010	Last Revised:	Page 1 of 2

PURPOSE

To ensure that all staff receive training regarding the provision of goods and services to persons with disabilities.

GOVERNING INSTRUMENT/BACKGROUND

Accessibility for Ontarians Act 2005
O Reg 429/07 Customer Service Standard
Municipal Policy # AODA 110, Council Motion 2010-153 10.1.3

PROCEDURE

1. An accessible customer service training component will be included in the employee Health and Safety orientation process.
2. Supervisors will review with their employees the accessibility procedures that apply to their respective workplace. The review may be conducted at staff meetings, pre-shift meetings, tailgate talks or other means. These reviews will be documented in the department and a summary of attendee names and subjects covered will be copied to the Manager of Human Resources as a municipal record.
3. Annual performance review forms will include a section regarding Accessible Customer Service in order to capture training accomplishments annually.

RESPONSIBILITIES

Supervisors will ensure regular departmental training.

The Occupational Health and Safety Officer will ensure training as part of employee orientation.

The Manager of Human Resources will ensure training records are maintained according to the requirements of the Act and municipal records management policy.

REVIEW

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The Manager of Human Resources will record the departmental review as training in each employee file.

Any suggestions for changes shall be forwarded to the designated Accessibility contact person

REFERENCE MATERIALS

Available from Human Resources:

- Student Performance Appraisal and Review form

- CUPE Work Performance Appraisal and Review form

- Measuring Success: Annual Performance Evaluation for non union employees form

- Managerial/Supervisory Employee Performance Evaluation form

- Accessible Customer Service Power Point Training document

REVIEW RECORD

Next review due March 2014.



ACCESSIBILITY PROCEDURE

Subject: Bell Relay Service

Procedure No: AODA 110-2a	Applies to affected staff	Approved by Senior Management Date of Approval: March 16, 2010
Effective: March 31, 2010	Last Revised:	Page 1 of 2

PURPOSE

To contact someone who uses TTY through Bell Relay.

GOVERNING INSTRUMENT/BACKGROUND

Accessibility for Ontarians Act 2005
O Reg 429/07 Customer Service Standard
Municipal Policy # AODA 110, Council Motion 2010-153 10.1.3

PROCEDURE

1. To contact someone who uses a TTY through Bell Relay, employees must:
 - a. call 1-800-855-0511 to speak to an operator;
 - b. give the operator their name, area code and telephone number;
 - c. give the name, area code and telephone number of the person they are calling;
 - d. SPEAK SLOWLY so the operator can type what they are saying;
 - e. The operator will place the call and tell them to go ahead when the person they are calling answers;
 - f. Speak to the operator as if you were talking directly to the person you are calling. For example, say "Hi, How are you doing?"
2. **Do not say:** "Tell him I said hello." Remember to say "Go Ahead" when you are finished speaking, so the person on the other end will know it is his/her turn to speak. The Relay operators are like sign language interpreters, in that they are professionals who will not betray confidences. They will not relay profanity or threats, but will relay marriage proposals and other personal conversations.

TRAINING/IMPLEMENTATION

All staff who provide customer service by telephone will be trained on this procedure.

REVIEW

The Senior Management Team will conduct a review of this procedure as required and at a minimum every four years, as part of a general review of the County of Prince Edward Policy Manual prior to the commencement of a new term of Council.

Supervisors will review with their employees the procedure standards that apply to their respective workplace. The review may be conducted at staff meetings, pre-shift meetings, tailgate talks or other means. These reviews will be documented in the department and a summary of attendee names and subjects covered will be copied to the Human Resources Manager.

The Manager of Human Resources will record the departmental review as training in each employee file.

Any suggestions for changes shall be forwarded to the designated Accessibility contact person.

REFERENCE MATERIALS

Bell Canada Special Needs Services

REVIEW RECORD

Next review due March 2014.



ACCESSIBILITY PROCEDURE

Subject: Accessible Public Meetings and Events

Procedure No: AODA 110-2b	Applies to affected staff	Approved by Senior Management March 16, 2010
Effective: March 31, 2010	Last Revised:	Page 1 of 4

PURPOSE

To ensure that all County of Prince Edward public meetings and events are accessible to persons with a disability.

GOVERNING INSTRUMENT/BACKGROUND

Accessibility for Ontarians Act 2005
O Reg 429/07 Customer Service Standard
Municipal Policy # AODA 110, Council Motion 2010-153 10.3

PROCEDURE

Two important areas need to be considered when planning accessible meetings: physical access to the meeting space and access to the meeting contents and proceedings.

1. Accessible meetings at Administration Buildings

Meetings scheduled in the three main Administrative Buildings will be booked by:
Shire Hall rooms- Clerk's Assistant
Edward Building- Planning Assistant or Public Works reception
Recreation, Parks and Culture- RPC clerical staff

A daily meeting schedule listing the meeting name, location and time is located in the lobby of Shire Hall.

The main administrative meeting rooms are reserved for Council and Committees of Council and staff meetings. It is practice to reserve the Shire Hall Committee Room for staff meetings Thursday mornings.

Those booking meeting rooms will determine the most appropriate venue for the type of function and will consider assistive devices available at each location when booking by referring to the Administration Room: Physical Accessibility and Assistive Devices document, appended.

Council, Committee of the Whole, Statutory, Advisory and Ad Hoc Committee Meeting Agendas and Minutes are listed on the County website and provided by other means as agreed upon by a customer with a disability.

- Magnifying sheets are available at all meetings
- Audio Headphone sets are provided for meetings taking place in the Council Chambers in conjunction with the audio system

- Notice of availability of Audio Headphone sets and magnifying sheets is posted outside of the Council Chambers and on County website
- Support Staff will instruct and assist in operation of Audio Headphone sets and magnifying sheets
- Prior to use of Audio Headphone sets support staff will turn on 'hearing assist' button on the computer in the Board room – the key to the computer and boardroom is in the key cabinet in Clerk's office.
- Prior to meetings Support Staff will obtain access to Board room computer and Audio Headphone sets from the Clerk's staff. Audio Headphone sets will be stored in Clerk's office.

2. Accessible Meetings and Functions at Halls, Parks, Arenas and other municipal venues

The Recreation, Parks and Culture department will have on hand an inventory of halls, parks, arenas and other venues that are available for occasion rental.

Meetings and other functions held in County of Prince Edward venues will be booked by the Customer Services Coordinator or alternate clerical staff who will provide advice regarding:

- Function information-
- Capacity with different set up configurations; staging; coat racks; food service capability
- Accessibility-
- Physical accessibility including clear signage, clear civic addressing, exterior lighting, accessible parking spots, sidewalks/walkways, width of entrances and doorways, accessible washroom facilities, level of interior lighting
- Information accessibility including internet connection; audio-visual equipment such as screens, flip charts and white boards; public address system such as microphone and speakers.

Staff will provide assistance as required to disabled persons in entering, accessing and participating at meetings

Meeting contents and proceedings are accessible:

- Notice of Council, Committee of the Whole, Advisory and Ad Hoc Committee meetings is advertised in local newspapers, on the accessible County website and by email for those registered with the Clerk's office prior to the event.

3. Invitations and Promotional Materials for Meetings and Events hosted by the County of Prince Edward:

- Invitations should be provided in alternate formats for people or organizations that require or request it (i.e., by telephone or Bell Relay, via e-mail, in large print, on computer disk).
- The invitation and promotional materials should invite participants to request any additional requirements they may have in order to fully participate in the meeting or conference. The following sample notice may be used or modified as necessary:

“It is the policy of the County of Prince Edward to ensure that communications with participants and members of the public with disabilities are effective. Anyone with a disability who requires an accommodation, a modification of policies or procedures, or an auxiliary aid or service in order to participate in this meeting should contact the organizer, _____ at _____, or by e-mail at _____ as soon as possible but not later than 2 working days before the scheduled meeting. The County of Prince Edward will give consideration to the choice of auxiliary aid or service requested by the individual with disability.

If you need an alternate format of the agenda or any information provided at the meeting, please contact the organizer listed above.”

RESPONSIBILITIES

Staff contacts for Council and Boards and Committees of Council will instruct and assist in operation of Audio Headphone sets and magnifying sheets.

Meetings scheduled in the three main Administrative Buildings will be booked by:

Shire Hall rooms- Clerk’s Assistant

Edward Building- Planning Assistant or Public Works reception

Recreation, Parks and Culture- RPC clerical staff

Clerks Office will provide notice of public meetings on the municipal website, in local media and by other means agreed upon by a customer with disability.

Clerks Office will post public agendas and approved minutes of Council, Committee of the Whole, Committee of Adjustment and other committees and boards of Council on the municipal website as they become available and by other means as agreed upon by a customer with a disability.

TRAINING/IMPLEMENTATION

The Manager of Recreation and Culture will ensure that the inventory of halls, parks, arenas and other venues that are available for occasion rental is current.

Staff Contacts for all Statutory, Advisory and Ad Hoc Committees of Council will be trained on this procedure.

All staff who book meetings and events will be trained on this procedure.

All staff who provide staff support at meetings of Council or its Committees will be trained in use of:

FilePro and Meeting management for Agendas and Minutes
Use of Audio/Visual System and Equipment in Shire Hall

REVIEW

The Senior Management Team will conduct a review of this procedure as required and at a minimum every four years, as part of a general review of the County of Prince Edward Policy Manual prior to the commencement of a new term of Council.

Supervisors will review with their employees the procedure standards that apply to their respective workplace. The review may be conducted at staff meetings, pre-shift meetings, tailgate talks or other means. These reviews will be documented in the department and a summary of attendee names and subjects covered will be copied to the Human Resources Manager.

The Manager of Human Recourse will record the departmental review as training in each employee file.

Any suggestions for changes shall be forwarded to the designated Accessibility contact person.

REFERENCE MATERIALS

Administration Rooms: Physical Accessibility and Assistive Devices, appended.

Recreation Parks & Culture Rental Facilities: Physical Accessibility and Assistive Devices is available through the Customer Services Coordinator, appended.

Training material for FilePro and Meeting Management – on shared drive

Instructions for Audio/Visual system will be stored in Council Chambers, Shire Hall

REVIEW RECORD

Next review due March 2014.

Administration Rooms: Physical Accessibility and Assistive Devices

Meeting Room	Setup/ Capacity	Accessible Parking	Accessible Entrance	Elevator	Accessible Washroom	Public Address System	Wall Screen	Assisted Hearing Devices	Guest Laptop	Conference Telephone System	Public WiFi
Council Chambers	150/ Theatre	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes
Committee Room	20/ Boardroom	Yes	Yes	YES	Yes	No	Yes & White Board	No	High speed hookup	Yes	Yes
Shire Hall Boardroom	10/ Boardroom	Yes	Yes	Yes	Yes	No	White Board	No	No	No	Yes
Edward Conference Room	16/ Boardroom	Accessible parking at the rear	Yes	Yes	Yes	No	Yes	No	No	Yes	Yes
Edward Planning Meeting Room	8/ Boardroom	Accessible parking at the rear	Yes	Yes	Yes	No	No	No	No	No	Yes
RPC Boardroom	10/ Boardroom	Yes	Yes	No	Yes	No	Yes	No	No	No	Yes

Recreation Parks & Culture Rental Facilities: Capacity and Assistive Devices

Room	Set up / Capacity	Acces. Parking	Acc. Entry	Elevator	Acces. W/R	Public Address System	Wall Screen	Assisted hearing devices	Guest Laptop	Conference Telephone System
Picton Town hall	120	yes	no	2010	yes	no	no	no	no	no
Prince Edward Community Centre Hall	354	yes	yes	no	yes	yes	yes	no	no	no
Prince Edward Community Centre Ice Surface	1145 floor 700 stands	yes	yes	no	yes	yes	no	no	no	no
Crystal Palace	535	yes	yes	no	yes	no	no	no	no	no
Bluebird Booth	102	yes	yes	no	yes	no	no	no	no	no
Bloomfield Town Hall	84	no	yes	no	yes	yes	yes	no	no	no
Wellington Town Hall	91	yes	yes	no	yes	no	no	no	no	no
Wellington Arena Hall	175	yes	no	no	no	no	no	no	no	no
Wellington Arena Ice Surface	1145 floor 500 stands	yes	no	no	no	no	no	no	no	no
Ameliasburgh Hall	91	yes	yes	no	no	no	no	no	no	no
Athol Town Hall	84	yes	yes	no	yes	no	no	no	no	no
Hillier Town Hall	90	yes	yes	no	yes	no	yes	no	no	no
North Marysburgh	148	yes	yes	no	yes	yes	no	no	no	no
South Marysburgh	81	yes	yes	no	yes	no	no	no	no	no
Mt Tabor Playhouse	161	yes	yes	no	yes	yes	yes	no	no	no
Bredin Hall	47	yes	yes	no	yes	no	portable	no	no	no
Sophaisburgh Hall	122	yes	yes	no	yes	no	no	no	no	no

portable screens can be provided at halls when necessary



ACCESSIBILITY PROCEDURE

Subject: Service Animals at Land Fill and Transfer Sites

Procedure No: AODA 110-2c	Applies to: affected staff	Approved by Senior Management March 16, 2010
Effective: March 31, 2010	Last Revised:	Page 1 of 2

PURPOSE

Landfill and transfer sites are identified as unsafe for service animals due to the nature of the material being processed on the property. This procedure ensures that the County of Prince Edward utilizes reasonable effort to provide customer service to persons with disabilities at these locations while recognizing the Accessibility for Ontarians with Disabilities Act principles of dignity, independence, integration and equal opportunity.

GOVERNING INSTRUMENT/BACKGROUND

Accessibility for Ontarians Act 2005
O Reg 429/07 Customer Service Standard
Health Protection and Promotion Act
Municipal Policy # AODA 110, Council Motion 2010-153 10.1.3

PROCEDURE

1. Upon arrival at the landfill or transfer site the attendant will explain to the customer that the property it is unsafe for service animals due to the nature of the waste or recycling material being processed on site and that the service animal should remain in the vehicle at all times for that reason.
2. The attendant will ask the customer how they can be of assistance up to and including doing the recycling and garbage of their behalf.

TRAINING/IMPLEMENTATION

All Landfill Site Attendants will be trained on this procedure.

All Public Works staff and all workers who attend landfill or transfer sites or provide reception duties to the public from other operational departments as part of regular operations will be made aware of this procedure.

REVIEW

The Senior Management Team will conduct a review of this procedure as required and at a minimum every four years, as part of a general review of the County of Prince Edward Policy Manual prior to the commencement of a new term of Council.

Supervisors will review with their employees the procedure standards that apply to their respective workplace. The review may be conducted at staff meetings, pre-shift meetings, tailgate talks or other means. These reviews will be documented in the

department and a summary of attendee names and subjects covered will be copied to the Human Resources Manager

The Manager of Human Resources will record the departmental review as training in each employee file.

REFERENCE MATERIALS

REVIEW RECORD

Next review due March 2014.



ACCESSIBILITY PROCEDURE

Subject: Service Animals at Food Preparation and Food Service Locations

Procedure No: AODA 110-2d	Applies to: Affected Staff	Approved by Senior Management March 16, 2010
Effective: March 31, 2010	Last Revised:	Page 1 of 2

PURPOSE

The County of Prince Edward has identified food preparation and food service areas in municipally operated town hall kitchens as locations where service animals may pose a risk to others. This procedure ensures that the County of Prince Edward utilizes reasonable effort to provide customer service to persons with disabilities at these locations while recognizing the Accessibility for Ontarians with Disabilities Act principles of dignity, independence, integration and equal opportunity.

GOVERNING INSTRUMENT/BACKGROUND

Ontario Regulation 562 under the Health Protection and Promotion Act states that animals are not allowed in places where food is manufactured, prepared, processed, handled, served, displayed, stored, sold or offered for sale. It does make an exception for service dogs to allow them to go where food is normally served, sold or offered for sale. Other types of service animals are not included in this exception

Municipal Policy # AODA 110, Council Motion 2010-153 10.1.3

PROCEDURE

1. The County of Prince Edward will include the wording "Service Animals will not be permitted in the immediate area where food is being prepared, as per Health Unit Regulations. Service dogs are permitted in areas where food is being served / consumed " in all Hall Rental Agreement Forms.
2. All persons who book hall rentals from the County of Prince Edward will be made aware of wording within the Hall Rental Agreement Form and acknowledge their understanding of the information by signature.

TRAINING/IMPLEMENTATION

All staff who book, manage or work in municipal facilities will be trained on this procedure.

REVIEW

The Senior Management Team will conduct a review of this procedure as required and at a minimum every four years, as part of a general review of the County of Prince Edward Policy Manual prior to the commencement of a new term of Council.

Supervisors will review with their employees the procedure standards that apply to their respective workplace. The review may be conducted at staff meetings, pre-shift meetings, tailgate talks or other means. These reviews will be documented in the department and a summary of attendee names and subjects covered will be copied to the Human Resources Manager

The Manager of Human Resources will record the departmental review as training in each employee file.

Any suggestions for changes shall be forwarded to the designated Accessibility contact person.

REFERENCE MATERIALS

Hall Rental Application Form available from the Recreation and Culture department.

REVIEW RECORD

Next review due 2014.



ACCESSIBILITY PROCEDURE

External Organization Accessibility Training

Procedure No: AODA 110-2e	Applies to affected staff	Approved by Senior Management Date of Approval March 16, 2010
Effective: March 31, 2010	Last Revised:	Page 1 of 3

PURPOSE

To ensure that contracted employees, third party employees, agents and others that provide customer service on behalf of the County of Prince Edward meet the requirements of Ontario Regulation 429/07 with regard to training.

Public services provided under federal jurisdiction may not be subject to the Ontario Regulation 429/07 Customer Service Standard requirements.

The customer service standard does not apply to services provided internally to employees.

GOVERNING INSTRUMENT/BACKGROUND

Accessibility for Ontarians Act 2005
O Reg 429/07 Customer Service Standard
Municipal Policy # AODA 110 , Council Motion 2010-153 10.1.3

PROCEDURE

1. Private businesses, organizations and contractors providing services to the public on behalf of the municipality are also required to provide accessible customer service to people with disabilities in accordance with Ontario Regulation 429/07.
2. Each private business, organization and contractor providing services on behalf of the County of Prince Edward will be provided with various training options to suit their needs. The training tools include but are not limited to internet link to online course, link to online video and printed material.
3. The Purchasing Department will include the following language in all purchasing documents:

"ACCESSIBILITY

In accordance with Ontario Regulation 429/07, Accessibility Standards for Customer Service every provider of goods and services shall ensure that every person who deals with a member of the public or participates in the developing of the County's policies, practices and procedures governing the provision of goods and services to members of the public, shall be trained as follows:

How to interact and communicate with persons with various types of disability

How to interact with persons with disabilities who use assistive devices or require the assistance of a guide animal, or a support person

How to use equipment that is available on the premises that may help in the provision of goods or services.

What to do if a person with a particular type of disability is having difficulty accessing the provider's goods or services

Information on the policies, practices and procedures governing the provision of goods and services to people with disabilities

Contract employees, third party employees, agents and others who deal with members of the public on behalf of the County of Prince Edward must meet the requirements of Ontario Regulation 429/07 with regard to training. If a training policy is not yet in place, please go the following link, complete the training module and provide a copy of the Certificate to the County of Prince Edward."

<http://www.mcass.gov.on.ca/mcass/serve-ability/splash.html>

4. The Human Resources Department in conjunction with the Purchasing Clerk will maintain a record of compliance of contract employees, third party employees, agents and others who deal with members of the public on behalf of the County of Prince Edward as a municipal record.

RESPONSIBILITIES

The Purchasing Clerk will be trained on this standard.

All staff responsible for services to the public which are provided by contracted employees, third party employees, agents and others will be trained on this standard.

REVIEW

The Senior Management Team will conduct a review of this procedure as required and at a minimum every four years, as part of a general review of the County of Prince Edward Policy Manual prior to the commencement of a new term of Council.

Supervisors will review with their employees the procedure standards that apply to their respective workplace. The review may be conducted at staff meetings, pre-shift meetings, tailgate talks or other means. These reviews will be documented in the department and a summary of attendee names and subjects covered will be copied to the Manager of Human Resources.

The Manager of Human Resources will record the departmental review as training in each employee file.

REFERENCE MATERIALS

REVIEW RECORD

Next review due March 2014.