
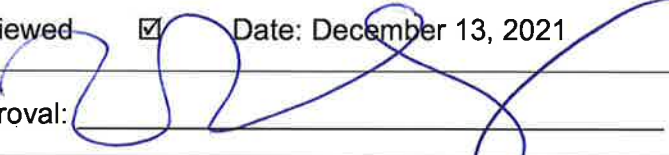


The Town of Marathon Policy

Town of Marathon 	Policy: Accessible Customer Service	Section: Administration
	New <input type="checkbox"/> Effective: Revised <input checked="" type="checkbox"/> Supersedes Policy dated: September 28, 2020 Reviewed <input checked="" type="checkbox"/> Date: December 13, 2021	
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Purpose:

The purpose of this Policy is to recognize the Town’s obligation to facilitate the implementation of Customer Service Regulation (Reg. 429/07) of the Accessibility for Ontarians With Disabilities Act, 2005 (AODA).

Scope:

Staff, Council Members, volunteers (fire fighters), contractors, and any other people who interact with the public or other third parties on the Town’s behalf or are involved in developing policies, practices and procedures on the provision of the Town’s goods or services.

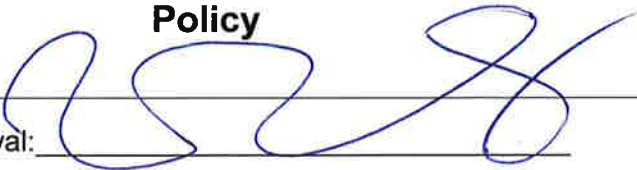
Policy:

The Town strives to provide services to all residents and visitors, including those with disabilities. Through our Accessible Customer Service Standard Policy, the Town will make reasonable efforts to ensure the following:

- The goods, services or facilities must be provided in a manner that respects the dignity and independence of persons with disabilities.
- The provision of goods, services or facilities to persons with disabilities must be integrated with the provision of goods, services or facilities to others, unless an alternative measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods, services or facilities.
- Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the goods, services or facilities.
- When communicating with a person with a disability, the provider shall do so in a manner that takes into account the person’s disability.



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Guide Dogs, Service Animals

If a person with a disability is accompanied by a guide dog or other service animal, the Town 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. If the service animal or guide dog is excluded by law, the Town will look to other available measures to enable the person with a disability to obtain, use or benefit from the Town's goods and services. All other animals are prohibited in any municipally owned and operated building or facilities, vehicles and equipment leased or owned by the Town (By-Law No. 1598).

Support Persons

The Town of Marathon may require a person with a disability to be accompanied by a support person when on the premises, but only if, after consulting with the person with a disability and considering the available evidence, the Town determines that:

- (a) 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; and
- (b) there is no other reasonable way to protect the health or safety of the person with a disability and the health or safety of others on the premises.

Where fees for goods and services are advertised or promoted by the Town, it will provide advance notice of the amount payable, if any, with respect of the support person.

One Person - One Fare Policy

Persons with cognitive, visual or physical disabilities that create a barrier to independent use of municipal facilities, programs and events shall apply annually to the Marathon Community Services Department to advise that he/she requires a support person. Approved applicants shall be issued a Personal Attendant for Leisure (PAL) card permitting them and one support person access to any municipal recreation facility, program or event according to the policy of "one person – one fare". The policy of "one person – one fare" shall be adhered to, i.e., a person attending a municipal recreation facility, program or event and who is accompanied by a support person, shall be charged only one fare or admission. The fare shall be based on the category of the person with the disability, i.e., adult, student, child or senior.



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Temporary Disruption of Services

If there is a temporary disruption in a particular facility or service used to allow a person with a disability to access the Town's goods or services, the Town will give notice of the disruption to the public. The notice will contain information about the reason for the disruption, the facility affected, the date and expected length of the disruption and its anticipated duration. Also included on the notice will be a description of alternative facilities or services, if any, that are available. Notice may be provided in any of the following formats:

- Posted notices at the affected facility, Town Hall or Recreation Complex and on the Town's website;
- Announcements through the local media (i.e., Marathon Mercury, CFNO);
- Announcements on the Town's voicemail system; and/or
- Phoning persons with a disability, known to use the facility or service, that are likely to be affected.

In the case of a planned disruption, the manager of the affected department will ensure that a minimum of one (1) week's notice is provided. In the case of an unplanned disruption, the manager will notify the public within twenty-four (24) hours. It is the discretion of the affected manager to utilize whatever means available that are deemed most effective and appropriate based on the situation.

In the case of an unplanned disruption that occurs after hours that is brought to the attention of on-call personnel, he/she will contact the affected manager to handle the situation. If the affected manager cannot be contacted in a timely manner, the on-call person will, in consultation with the C.A.O., be responsible to ensure that the notice provisions of this policy are carried out.

Feedback Process

The Town is committed to responding to feedback from the public in a timely way and shall ensure that the process is accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports, upon request. The Town shall notify the public on its website about the availability of accessible formats and communication supports.



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Feedback regarding the way the Town of Marathon provides goods and services to people with disabilities can be made by: Email, verbally at the Town Office, and electronically by submitting an Accessibility Feedback form available on the Town's website).

Once a request has been received, the following proceed will take place:

- a) All feedback will be directed to the Clerk
- b) If contact information is provided, confirmation of receipt of their 'Request for Feedback' will be provided within five business days
- c) If the feedback pertains to a particular department the feedback will be reviewed by the Clerk with the respective Department Head. OR If the feedback is more general in nature, it will be reviewed by the Clerk with the Chief Administrative Officer
- d) The date of the review will be recorded on the Form
- e) If revisions to procedures or customer service result from the feedback then any revisions will be recorded on the Form. These revisions will be implemented within 30 days of the review with the Department Head. OR If upon review of the feedback provided significant investment is required (financial/capital, physical) the matter will be brought forward to Department Heads where, if it is feasible to remedy the barrier, a plan will be developed to address the situation. This plan will include timeline, costs, and a reason why the barrier may not be remedied within 30 days
- f) Feedback and Forms received will be kept on record per the Town's records retention by-law
- g) If contact information is provided, the requestor will be provided with the results/action taken as a result of their feedback

Accessible Formats and Communication Supports

The Town of Marathon, shall upon request, provide or arrange for the provision of accessible formats and communication supports for persons with disabilities:

- (a) in a timely manner that takes into account the person's accessibility needs due to disability; and



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(b) at a cost that is no more than the regular cost charged to other persons.

The Town of Marathon shall consult with the person making the request in determining the suitability of an accessible format or communication support.

Assistive Devices

If a person with a disability requires assistive devices to access goods or services of the own, they are allowed to use such devices. A person with a disability will be allowed to utilize any of the Town's assistive devices with the assistance of a Town staff member to access the Town's goods or services.

Training

All Town employees (full time, part time and summer employees), Council Members, volunteers (fire fighters) and third parties providing goods and services on the Town's behalf shall be required to undergo ongoing training on the requirements of the AODA (Customer Service), IASR and on the Ontario Human Rights Code as it pertains to persons with disabilities. The training provided shall be appropriate to the duties of the employee, volunteer or third party and be completed as soon as practicable.

Training shall take place, as soon as is practicable, and upon completion, the Town shall keep a record of the training provided including the dates on which accessibility training took place and to whom it was provided.

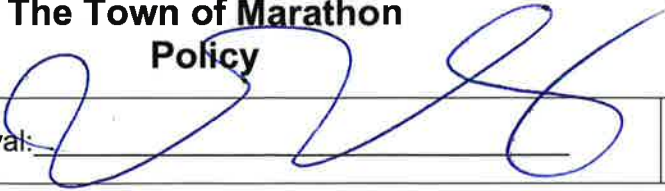
The training must include a review of the purposes of the Act, the training requirements of the AODA, IASR and the Ontario Human Rights Code, and instruction about the following matters:

- (a) How to interact and communicate with persons with various types of disabilities.
- (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 provider's premises or otherwise provided by the provider that may help with the provision of goods, services or facilities to a person with a disability.
- (d) What to do if a person with a particular type of disability is having difficulty accessing the provider's goods, services or facilities.



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The Town will provide on-going training with respect to changes in its policies, practices, and procedures to those individuals who require such training as soon as practicable. The Town will keep records of the on-going training provided.

Accessible Customer Service training is made up of three (3) training components:

- Brochures – Accessible Customer Service Brochure, Ministry of Community and Social Services' (MCSS) Customer Service Standard brochure;
- Presentation – One-hour presentation including the DVD, “Talk to Me”: Serving Customers with Disabilities (11 minutes); and/or
- Serve-Ability – On-line course offered by MCSS.

There are three (3) levels of training to be delivered:

- Level 1 (brochures, presentation, Serve-Ability) – for policy and decision makers (e.g., Management Team, Council), front-line staff (e.g., reception, recreation);
- Level 2 (brochures, presentation) – for staff that have limited contact with the public (e.g., cleaners, maintenance services), volunteers/contractors that deal directly with the public (e.g., Humane Society, Seniors’); and
- Level 3 (brochures) – for volunteers/contractors (e.g., board/commission members)

Human Resources will determine the appropriate level of training. It is the responsibility of the affected manager to ensure that Human Resources is notified of any staff, volunteers, or contractors affiliated with his/her department. In the case of volunteer groups or contractors, a representative of the organization will be given the training (not every member of the organization).

