



THE CORPORATION OF NORTH ALGONIA WILBERFORCE TOWNSHIP



Accessibility Policy 2023

Contents

POLICY STATEMENT	2
Policy	2
Purpose.....	2
Application	2
Principles	2
POLICY REQUIREMENTS	3
General Standards	3
CUSTOMER SERVICE	3
Customer feedback.....	3
Accessible Customer Service.....	3
Procurement of Goods and Services	4
Municipal Election Accessibility	4
INFORMATION AND COMMUNICATIONS	4
EMPLOYMENT	4
Employee Accommodations	4
Employee Support.....	4
BUILT ENVIRONMENT	5
REFERENCES AND LEGISLATIVE & ADMINISTRATIVE AUTHORITIES	5
References	5
LEGISLATIVE AND ADMINISTRATIVE AUTHORITIES	5
APPENDIX A	6
Standard Practices.....	6
APPENDIX B	7
Disruption Of Services Notice	7
APPENDIX C	8
Invitation for Customer Feedback.....	8
APPENDIX D	9
Customer Feedback Form	9
APPENDIX E	10
Addressing Customer Feedback Form	10

POLICY STATEMENT

Policy

The Corporation of North Algona Wilberforce Township is committed to providing quality goods and services that are accessible to all persons. We believe in equal opportunity to people with disabilities with respect to the use and benefit of services, programs, goods and facilities available within the municipality in a manner that is equitable and meets the Accessibility for Ontarians with Disabilities Act, 2005.

Purpose

This policy is intended to provide the framework to guide the review and development of policies, standards, procedures, By-laws to comply with the standards developed under the Accessibility for Ontarians with Disabilities Act, 2005.

Application

This Policy and the Five-Year Accessibility Compliance Plan and its related procedures apply to all Municipality employees, volunteers, and to any individual or organization that provides goods, services or facilities to the public or other third parties on behalf of the Municipality, in accordance with the legislation.

Principles

North Algona Wilberforce Township is committed to providing its services, programs, goods and facilities, to people with disabilities in a manner that;

- Is free from discrimination;
- Provided in a manner that respects the dignity and independence of persons with disabilities
- Provides Accessible Formats and Communication Supports where possible
- Seeks to provide integrated services
- Provides an opportunity equitable to others to obtain, use and benefit from the goods or services and ;
- Takes into consideration a person's disability

POLICY REQUIREMENTS

General Standards

North Algona Wilberforce Township is a designated public sector organization under the AODA and is committed to meeting the accessibility needs of people with disabilities.

Establishment of Accessibility Plan and Policy

North Algona Wilberforce Township shall establish a multi-year Accessibility Plan outlining the Township's strategy to prevent, identify and remove barriers to meet the requirements of the AODA. The plan will be posted on the Municipality's website and at the municipal office and shall be made available in an accessible format upon request.

The plan will be reviewed on an annual basis and will be updated as necessary.

North Algona Wilberforce Township maintains policies governing how the Municipality shall meet its requirements under the AODA, and the Municipality shall provide policies in an accessible format, upon request.

CUSTOMER SERVICE

Customer feedback

North Algona Wilberforce Township will ensure feedback processes are accessible to persons who have various disabilities, use assistive devices or require service animals or support person.

Accessible Customer Service

North Algona Wilberforce Township shall, upon request, and in consultation with the person making the request, if feasible/practicable, provide or make arrangements to present accessible formats and communication supports for persons with disabilities. Accessible formats and communication supports shall be provided in a timely manner, taking into account the person's accessibility needs and at a cost that is no more than the regular cost charged to other persons.

This does not apply to products and product labels, unconvertible information or communications and information that the North Algona Wilberforce Township does not control directly or indirectly. If it is determined that information or communications are unconvertible, the Municipality shall provide the person requesting the information with an explanation as to why the information or communications are unconvertible.

Procurement of Goods and Services

North Algona Wilberforce township is committed to promoting and integrating accessibility considerations into our procurement processes by incorporating guiding documents for the procurement of goods and services or facilities.

Municipal Election Accessibility

North Algona Wilberforce Township will ensure the implementation and training measures are provided so that electors requiring accessible services are provided the best opportunity to vote as independently as possible.

INFORMATION AND COMMUNICATIONS

North Algona Wilberforce Township will continue to communicate awareness of accessibility issues for public and staff, review, develop and incorporate policies, practices and procedures in relation to AODA requirements. Provide public emergency and safety information in accessible format, develop provisional policies and procedures for persons with disabilities, provide accessible training in creating online documents and incorporate new technologies and accessibility in website designs.

EMPLOYMENT

Employee Accommodations

North Algona Wilberforce Township shall ensure that recruitment planning, screening and selection will include information and provision of appropriate accommodations for applicants with disabilities.

Employee Support

North Algona Wilberforce Township will communicate to employees the township policies used in supporting current employees with disabilities, including the provision of accommodations, return to work processes, consideration of employee's performance management, career development and redeployment practices. Where an employee's disability is such that workplace emergency response information is necessary ensure the information is provided in an accessible format or accommodation upon request.

BUILT ENVIRONMENT

North Algona Wilberforce Township is committed to greater accessibility entering, exiting and around municipal buildings. We will endeavor to provide barrier free upgrades and designs for the maintenance, renovation and retrofits of municipal facilities. New and redevelopment of municipal building projects will include accessibility considerations in coordination with the Design of Public Spaces Standards.

REFERENCES AND LEGISLATIVE & ADMINISTRATIVE AUTHORITIES

References

- AODA - Accessibility for Ontarians with Disabilities Act
- AODA Customer Services Regulation
- AODA Employment Standards
- AODA Information and Communications Standards
- AODA The Built Environment Standards

LEGISLATIVE AND ADMINISTRATIVE AUTHORITIES

Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005 c. 11

Human Rights Code, R.S.O. 1990, c. H. 19

APPENDIX A

Standard Practices

STANDARD PRACTICES

Possible Barriers	Possible Solutions
Vision Loss/Sight Impairment	<ul style="list-style-type: none"> describe goods and services offered be patient and pleasant
Deaf, deafened, oral deaf or hard of hearing	<ul style="list-style-type: none"> speak clearly, no gum chewing, don't cover mouth use paraphrasing and repeat clearly if requested have paper and pen available for note passing be aware of background noises that may interfere with audio aids be patient and pleasant
Intellectual/Developmental Disability	<ul style="list-style-type: none"> avoid using technical language take extra time if needed and may require assistance from other staff be patient and pleasant
Learning Disability	<ul style="list-style-type: none"> discuss and explain documentation if being provided use short conversations allowing extra time for processing use notes and other types of communication tools such as drawings offer alternative strategies be patient and pleasant
Mental Health Disability	<ul style="list-style-type: none"> speak slowly use short conversations to reduce anxiety be flexible with explanations offer alternative strategies be patient and pleasant
Physical Disability	<ul style="list-style-type: none"> assist with handling or reaching goods if requested provide convenient seating assist with directional passage be patient and pleasant
Speech Impairment	<ul style="list-style-type: none"> ensure pen and paper are available for communication through note-writing if requested be patient and pleasant

APPENDIX B
Disruption Of Services Notice

NOTICE OF DISRUPTION



Type of Disruption_____

Reason for Disruption_____

Duration of Disruption_____

Alternative Facilities and Services

For further information: 613-628-2080

APPENDIX C

Invitation for Customer Feedback



Invitation for Customer Feedback

North Algonquin Wilberforce Township is committed to providing the highest level of customer service possible.

We welcome your comments to help us monitor and improve our services.

**To request a Feedback Form, get a copy of our Accessibility Policy
OR share your comments please contact the township office via:**

Attend:
North Algonquin Wilberforce Township office
1091 Shaw Woods Road
Eganville, ON

Email: admin@nalgonaawil.com

Phone: 613-628-2080

Fax: 613-628-3341

Thank you,

North Algonquin Wilberforce Township

APPENDIX D
Customer Feedback Form



CUSTOMER FEEDBACK FORM

Thank you for visiting North Algona Wilberforce Township.
We value all our customers and strive to meet everyone's needs.

Please tell us the date of your visit: _____

Did we respond to your customer service needs today?

☐ **YES** ☐ **SOMEWHAT** ☐ **NO (please explain below)**

Did you have and problems accessing our goods and services?

☐ **YES** ☐ **SOMEWHAT** ☐ **NO (please explain below)**

Please add any other comments you may have:

If you wish to be contacted by a staff person, please provide your information:

Name: _____
Phone: _____
Email: _____

Completed forms may be submitted by the following means:
Township office – 1091 Shaw Woods Road, Eganville ON, K0J 1T0
Email: admin@nalgonawil.com
Fax: 613-628-3341

APPENDIX E
Addressing Customer Feedback Form



ADDRESSING CUSTOMER FEEDBACK

Received by:	
Date Received:	
Referred to:	
Date Referred:	
Name of Customer: (optional)	
Contact Information: (If provided)	
Details:	
Follow Up:	
Action to be taken:	
Date of action:	