



## Accessible Customer Service

<b>Department:</b>	Corporate Services
<b>Division:</b>	Financial Services
<b>Section/Function:</b>	Accessibility
<b>Approval Level:</b>	Council
<b>Effective Date:</b>	2013-01-01
<b>Revision #:</b>	2

### 1.0 Purpose

- 1.1. To facilitate compliance with **Accessibility Standards for Customer Service (Ontario Regulation 429/07)**, made under the **Accessibility for Ontarians with Disabilities Act, 2005**, and other relevant sections of that Act as well as the **Ontarians with Disabilities Act, 2001**.

### 2.0 Application

- 2.1. The Policy and its related Procedures apply to:
- a) Every Customer Service Representative (CSR).
  - b) Anyone who participates in or oversees the development of City policies, practices, and procedures governing the provision of Goods or Services to members of the public or other Third Parties.

### 3.0 Definitions/Acronyms (As Required)

**Agent** – A person or business providing Goods or Services on behalf of the City through a contract or agreement.

**Assistive Device** – A device that is used by people with disabilities to help with daily living, including cognition aids, communication aids, medical aids and personal mobility aids. Examples include: wheelchairs, walkers, white canes, oxygen tanks, portable chalkboards, and electronic communication devices.

**City** - The Corporation of the City of Peterborough.

**City Goods or Services** – Goods or Services provided by the City or an Agent on behalf of the City.

**Customer Service Representative (CSR)** – An employee, Agent, volunteer or otherwise who, on behalf of the City, provides or oversees the provision of City Goods or Services to members of the public or other third parties.

**Disability** – “Disability as defined in the **Human Rights Code**, means:

- a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes, mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- b) a condition of mental impairment or a developmental disability;
- c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- d) a mental disorder; or
- e) an injury or disability for which benefits were claimed or received under the insurance plan established under the **Workplace Safety and Insurance Act, 1997**; “handicap”

**Third Party** - A representative of a business or organization who is receiving City Goods or Services or acting in an official capacity. Examples include: Provincial inspectors, vendors, or local media.

## 4.0 Policy Statement(s)

**4.1.** The City will use reasonable efforts to ensure that its policies, procedures, and practices regarding the provision of Goods and Services to all residents, including people with Disabilities, are consistent with the following principles:

- a) Goods and Services will be provided in a manner that respects the dignity and independence of all residents:
- b) The provision of Goods and Services to people with Disabilities will be integrated with conventional service unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a Disability to obtain, use, or benefit from City Goods and Services; and
- c) All residents will be given an equal opportunity to obtain, use, and benefit from City Goods and Services.

- 4.2. People with Disabilities can use Assistive Devices to obtain, use, or benefit from City Goods or Services. Exceptions could occur if a Customer Service Representative (CSR) determines that the Assistive Device poses a safety risk. In such situations, and in situations where greater accessibility may be provided, CSRs will offer alternate service options.
- 4.3. The City will ensure that all CSRs receive accessible customer service training in accordance with Section 6 of the Accessibility Standards for Customer Service (Ontario Regulation 429/07).
- 4.4. When communicating with a person with a Disability, CSRs will do so in a manner that takes into account the person's Disability.

## **5.0 Appendix, Related Documents & Links**

Note: All references refer to the current version, as may be amended from time to time.

### **5.1. Pertinent Resources:**

- [Accessibility for Ontarians with Disabilities Act, 2005](#)
- [Ontarians with Disabilities Act, 2001](#)
- [Accessibility Standards for Customer Service \(Ontario Regulation 429/07\)](#)
- Report CPFPRS05-015 – Accessible Customer Service Policy
- Committee of the Whole Report 14 of a meeting of June 29, 2009
- Minutes of a City Council Meeting of July 6, 2009

### **5.2. Related Policies:**

- N/A

### **5.3. Related Procedures:**

- Accessibility Training Procedure
- Assistive Devices and Services Procedure
- Communicating with People with Disabilities Procedure
- Customer Service Feedback Procedure
- Notice and Provision of Documents in Accessible Formats Procedure
- Service Animals Procedure

- Support Persons Procedure
- Temporary Disruptions Procedure

**5.4. Related Forms:**

- Accessibility Report Template

**5.5. Miscellaneous:**

- Accessibility Training Resources  
[www.peterborough.ca](http://www.peterborough.ca)

**6.0 Amendments/Reviews**

Date (yyyy-mm-dd)	Section # Amended	Comments
2009-07-06	NA	City Council approved item 21 of Committee of the Whole Report 14 of a meeting of June 29, 2009, recommending approval of the Accessible Customer Service Policy.
2012-12-21	N/A	Review of Policy completed by Customer Service Office – No changes made to the Policy. Next Review Date set for 2015-01-01.
2013-01-01	N/A	Revision#1 – No changes were made to the content of the Policy. Policy revised to move to new Policy Template (i.e. Policy Statements moved to Section 2.0, Application moved to Section 3.0, Definitions moved to Section 4.0) and to move to new protocol for showing defined terms (i.e. capitalizing the first letters).
2021-12-01	N/A	Revision #2 – No changes were made to the content of the Policy. Policy moved to updated Policy Template; (Section 2.0 moved to Section 4.0, Section 3.0 moved to Section 2.0, Section 4.0 moved to Section 3.0). Links in Section 5.1 - Pertinent Resources have been updated. Policy document format has been updated to become compliant with the Accessibility for Ontarians with Disabilities Act (AODA) Regulation 191/11 Integrated Accessibility Standards.

<b>Next Review Date:</b>	<b>2015-01-01</b>
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