

By telephone at: 705 382-3232
By fax at: 705 382-3286
In person at: Municipal office at 28 Midlothian Road
By email at: clerk@ryersontownship.ca

To ensure the feedback process is accessible the township will provide or arrange for accessible formats and communication supports, on request.

Feedback will not be acted upon unless the person providing same includes his or her name, mailing address and daytime telephone number. The municipality will make reasonable efforts to provide acknowledgement to feedback within five business days from its receipt. (See **Appendix IV**)

9. MODIFICATIONS TO THIS OR OTHER POLICIES

The municipality is committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore no changes will be made to this policy before considering the impact on people with disabilities. The Corporation of the Township of Ryerson will make reasonable efforts to modify or amend any policy that does not respect and promote the dignity and independence of people with disabilities.

10. QUESTIONS ABOUT THIS POLICY

If anyone has a question about this policy or if the purpose of the policy is not understood, an explanation should be provided by/or referred to the Municipal Clerk's office of the Township of Ryerson located at 28 Midlothian Road, Burks Falls, Ontario P0A 1C0 or by phone: 705 382-3232.

11. CONSULTATION

During the consultation process, persons with mobility, visual and hearing difficulties were consulted. The regional disability advisory committee in Parry Sound has been consulted in the past and no input was offered. Barriers were identified as previously outlined. It appears that since this municipality is small and rural in nature that municipal staff are sensitive to and able to provide goods and services to people with disabilities, as need arises.

12. BY-LAWS, POLICIES, PRACTICES AND SERVICES

The current by-laws, policies and programs of the Township of Ryerson have no identified barriers for people with disabilities. During the on-going review of township buildings and policies, if barriers are identified, such barriers will be addressed in the planning process.

13. MUNICIPAL ELECTIONS

In 2010, 2014 and 2018 the Township of Ryerson used Vote by Mail. In 2022 the Township will continue to use Vote by Mail. The Election Policies and Procedures contain a section on Accessible Elections. Previous to 2010, voting stations for the municipal election were held at the township office. At all voting places, the parking lots are also designated as voting stations, allowing election officials to attend outside of building if required.

The municipality welcomes support persons and/or service animals at all times, including during the election process.

14. DECISION MAKING REVIEW

Barriers as outlined above were identified. Building and policy reviews will be on-going.

15. TARGETS AND ACTIONS

Updates will be made to the accessibility plan when areas of concern are determined and resolved. Policies, by-laws, and procedures implemented will ensure that barriers, if identified, are eliminated and prevented. Opportunities for improvements, as outlined above, will be reviewed when preparing the municipal budget.

16. MONITORING

The plan will be monitored on an on-going basis.

- Original Plan: September 2, 2003
- Reviewed and Up-Dated August 17, 2004
- Reviewed August 2, 2005, Reviewed June 6, 2006
- Reviewed June 5, 2007, Reviewed December 2, 2008
- Amended to include Accessibility Standards for Customer Service
- Adopted by By-law 23/09 October 19, 2009
- Reviewed and adopted by Council By-law 39-10 (Nov. 16, 2010)
- Reviewed and adopted by Council By-law 41-11 (Dec. 6, 2011)
- Amended to include Integrated Accessibility Standards Regulation 191/11 Section 13 & 27
- Reviewed and adopted by By-law 35-12 Nov. 20, 2012
- Reviewed and adopted by By-law 55-13, November 19, 2013
- Reviewed and adopted by By-law 72-14 December 16, 2014
- Up-dated, and adopted by By-law 9-18 February 6, 2018.
- Reviewed the Plan at the December 17, 2019 Council meeting
- Received and Adopted the Plan December 21, 2021. By-law # 60 - 21

SCHEDULE B: APPENDIX I

DOCUMENT FOR NOTIFYING THE PUBLIC
ABOUT DISRUPTIONS IN SERVICE

NOTICE OF DISRUPTION

Type of Disruption: _____

Reason for Disruption: _____

Duration of Disruption: _____

Alternate Facilities or Services: _____

SCHEDULE B: APPENDIX II

**INVITATION FOR FEEDBACK ON THE PROVISION OF GOODS
OR SERVICES TO PEOPLE WITH DISABILITIES, AND
AVAILABILITY OF POLICY**

We Want To Hear From You!

We Strive To Improve Accessibility For Our Customers With Disabilities.

We Welcome Your Feedback.

To Share Your Comments, Request A Feedback Form, Or A Copy Of Our
Accessibility Policy:

Please Call 705 382-3232 or email: clerk@ryersontownship.ca

Thank You

The Corporation of the Township Of Ryerson

SCHEDULE B: APPENDIX III

DOCUMENT FOR OBTAINING FEEDBACK

CUSTOMER FEEDBACK FORM

Thank you for visiting the Corporation of the Township of Ryerson. We value all of our customers and strive to meet everyone's needs. Please tell us the date and time of your visit: _____

Did We Respond To Your Customer Service Needs Today?

YES

NO

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 (PLEASE EXPLAIN BELOW) SOMEWHAT (PLEASE EXPLAIN BELOW)

NO

Please Add Any Other Comments You May Have:

Name: _____

Mailing Address: _____

Daytime Phone Number: _____

SCHEDULE B: APPENDIX IV
DOCUMENT FOR ADDRESSING CUSTOMER FEEDBACK

Date Feedback Received: _____

Name of Customer: _____

Address: _____

Daytime Phone Number: _____

Details: _____

Follow-Up: _____

Action to Be Taken: _____

Staff Member: _____ Date: _____