



Township of Ryerson Accessibility Plan

CUSTOMER SERVICE POLICY STATEMENT PROVIDING GOODS AND SERVICES TO PEOPLE WITH DISABILITIES

Schedule B to By-law # 60- 21

Effective Date: October 19, 2009

Revised: February 6, 2018

Reviewed & Adopted: December 21, 2021

1. OUR MISSION

The mission of the Corporation of the Township of Ryerson is to provide quality programs and services that are accessible to all persons served by the municipality.

2. OUR COMMITMENT

In fulfilling our mission, the Township of Ryerson strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

3. PROVIDING GOODS AND SERVICES TO PEOPLE WITH DISABILITIES

The Corporation of the Township of Ryerson is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

3.1 Communication

We communicate with people with disabilities in ways that take into account their disability. We train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

3.2 Telephone Service

The municipality makes reasonable efforts to provide accessible telephone service to our customers. We train staff to communicate over the telephone in clear and plain language and to speak clearly and slowly. We offer to communicate with customers by regular mail or by email if telephone communication is not suitable to their communication needs.

3.3 Assistive Devices

We are committed to serving people with disabilities who use their own assistive devices to obtain, use or benefit from our goods and services.

3.4 Billing

We make reasonable efforts to provide accessible invoices/tax billings to all our customers. For this reason, invoices/tax billings can be provided by large and/or darker print or by e-mail. We answer any questions customers may have about the content of the invoice in person, by telephone or email.

We encourage people to utilize on-line services such as receiving or paying tax bills and other payments electronically.

4. USE OF SERVICE ANIMALS

We are committed to welcoming people with disabilities who are accompanied by a service animal (unless excluded by other law, then we will take reasonable efforts to find an alternate means of providing assistance) on the parts of our premises that are open to the public and other third parties.

If we cannot easily identify that the animal is a service animal, we may ask the person to provide documentation from a regulated health professional. This documentation must confirm that the person needs the service animal for reasons relating to their disability.

5. USE OF SUPPORT PERSONS

We are committed to welcoming people with disabilities who are accompanied by a support person.

Any person with a disability who is accompanied by a support person may enter the Township of Ryerson premises with their support person. At no time will a person with a disability, who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

In certain cases, our organization might require a person with a disability to be accompanied by a support person for health or safety reasons. Before making a decision the township will: consult with the person with a disability to understand their needs; consider health or safety reasons based on available evidence; determine if there is no other way to protect the health or safety of the person or others on the premises.

The township will waive the admission fees or fare for the support person, if one exists.

6. NOTICE OF TEMPORARY DISRUPTION

The municipality makes reasonable efforts to provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice includes information about the reason for the disruption, its anticipated duration and a description of alternate facilities or services, if available. (See **Appendix I**)

7. TRAINING OF STAFF

The Corporation of the Township of Ryerson trains all members of the organization on accessible customer service and how to interact with people with different disabilities.

Training is provided to: employees; volunteers; members of Council; and every other person who provides goods, services or facilities on behalf of the township.

Training includes: a review of the purposes of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and instruction about the following:

- How to interact and communicate with people with various types of disabilities;
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person;
- How to use equipment or devices available on the premises or otherwise provided by the township that may help with the provision of goods, services or facilities to a person with a disability;
- What to do if a person with a particular disability is having difficulty accessing the township's goods, services or facilities.

Training to those noted above is provided when practicable. Those who have already received accessible customer service training will receive training on an on-going basis when changes or updates are made to these policies, practices and procedures.

8. FEEDBACK PROCESS

The Corporation of the Township of Ryerson welcomes feedback on our provision of services while serving customers with disabilities. Feedback may identify areas that require change and encourage continuous service improvement. (See **Appendix II**)

The public can provide feedback (See **Appendix III**) to the municipality on the delivery of goods and services to persons with disabilities in the following ways:

By regular mail addressed to: The Municipal Clerk
 28 Midlothian Road
 Burks Falls, Ontario
 POA 1C0

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: _____