



ACCESSIBLE CUSTOMER SERVICE STANDARD POLICY

Accessibility for Ontarians with Disabilities Act, 2005

<u>Table of Contents</u>	<u>Page Number</u>
1.0 Background and Intent	3
2.0 Policy Objectives	3
3.0 Policy Statement and Application	4
4.0 Definitions and Exclusions	4
5.0 Commitment to Customer Service Standard	
5.1 Communication	5
5.2 Telephone Services	5
5.3 Assistive Devices	6
5.4 Billing and Payments	6
6.0 Policies and Practices for Goods and Services	
6.1 Use of Service Animals and Support Persons	6
6.2 Notice of Temporary Disruptions	7
6.3 Documentation	8
6.4 Training of Staff	8
6.5 Feedback	9
6.6 Modifications to this or other Policies	9
6.7 Questions about this Policy	9
7.0 Appendix A – Acceptable terms for use when talking about disabilities	11
8.0 Appendix B – Providing customer service for persons with disabilities	12
9.0 Appendix C – Assistive Devices in municipal facilities	17
10.0 Appendix D – Notice of Admission Fees	19
11.0 Appendix E – Notice of Service Disruption	20
12.0 Appendix F – Employee Agreement and Acknowledgement of Customer Service Standard	21

1.0 BACKGROUND AND INTENT

Background

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) was passed by the Ontario legislature with the goal of creating standards to improve accessibility across the province.

The AODA allows the government to develop specific standards of accessibility that are designed to help make Ontario more accessible.

One of the specific standards that has been developed, and made law, is the Accessible Customer Service Standard. This standard details specific requirements for all service providers.

In general, providers must deliver service in a way that preserves the dignity and independence of people with disabilities. Providers must also integrate services and equal opportunity.

The accessibility standards for customer service apply on and after January 1, 2010 and to other providers of goods or services on and after January 1, 2012.

Intent

The purpose of this Customer Service Standards Policy is to fulfill the requirements set out in regulation 429/07 to establish a policy for the Municipality of Meaford for governing the provision of its goods or services to persons with disabilities.

2.0 POLICY OBJECTIVES

This Policy Shall:

1. Provide a statement from the Municipality of Meaford regarding our commitment to compliance with the AODA regulation 429/07;
2. Determine the application of this policy;
3. Provide definitions for use within this policy;
4. Identify potential exclusions;
5. Provide the Municipality of Meaford documentation of this policy;
6. Provide information regarding customer feedback;
7. Provide information regarding Service Animals and Support Persons;
8. Identify policy and procedures regarding advance notice of admission fees;
9. Identify policy and procedures regarding notice of any service disruptions (planned or unexpected);
10. Determine employee Training Requirements in relation to this Policy;
11. Provide acceptable terms for use when speaking about disabilities; and
12. Provide best practices and procedures for providing accessible customer service.

3.0 POLICY STATEMENT AND APPLICATION

Policy Statement

The Municipality of Meaford is committed to providing goods and services to all residents of our community. We strive to offer the same opportunity for members of the public to access municipal goods and services using all reasonable efforts, regardless of disability, in similar or alternative formats.

- Municipal goods or services will be provided in a manner that respects the dignity and independence of persons with disabilities.
- Municipal staff will take into account all goods or services their department provides to the public and integrate/accommodate, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the good or service.
- The Municipality of Meaford shall ensure that all residents, including persons with disabilities, are given an equal opportunity to obtain, use and benefit from the good or service.

Application

This policy shall apply to every person who deals with members of the public or other third parties on behalf of the Municipality of Meaford, whether the person does so as an employee, agent, volunteer or otherwise.

4.0 DEFINITIONS AND EXCLUSIONS

Definitions

Assistive Devices – Any auxiliary aid such as communication aids, cognition aids, personal mobility aids and medical aids (i.e. canes, crutches, wheelchairs, or hearing aids).

Disabilities – The same definition of disability found in the Ontario Human Rights Code.

Dignity – Service is provided in a way that allows the person with a disability to maintain self-respect and the respect of other people.

Employees – Any person who deals with members of the public or other third parties on behalf of the Municipality of Meaford, whether the person does so as an employee, agent, volunteer or otherwise.

Equal Opportunity – Service is provided to a person with a disability in such a way that they have an opportunity to access your goods and services equal to that given to others.

Guide Dog – Means a guide dog as defined in section 1 of the *Blind Persons Rights Act*.

Independence – When a person with a disability is allowed to do things on their own without unnecessary help or interference from others.

Integration – Service is provided in a way that allows the person with a disability to benefit from the same services, in the same place, and in the same or similar way as other customers, unless an alternate measure is necessary to enable a person with a disability to access goods or services.

Persons with Disabilities – Individuals that are afflicted with a disability as defined under the Ontario Human Rights Code.

Service Animals – Any animal individually trained to do work or perform tasks for the benefit of a person with a disability if:

- a) it is readily apparent that the animal is used by the person for the reasons relating to his or her disability; or
- b) the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Support Persons – Any person whether a paid professional, volunteer, family member or friend that accompanies a person with a disability in order to help with communications, personal care or medical needs or with access to goods or services.

Third Parties – Any person, organization or company delivering services on behalf of the Municipality, whether the person does so as an employee, agent, volunteer or otherwise.

Exclusions

This Accessibility Customer Service Standards Policy shall not apply during any period where The Municipality of Meaford has declared a “State of Emergency” as defined under the *Emergency Management Act*.

5.0 COMMITMENT TO CUSTOMER SERVICE STANDARD

In fulfilling our mission, the Municipality of Meaford 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 thus allowing them to benefit from the same services, in the same place, and in similar way as other customers, within reason.

Providing Goods and Services to People with Disabilities

The Municipality of Meaford 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:

5.1 Communication

When communicating with a person with a disability, employees shall take the person’s disability into account.

The Municipality of Meaford will train employees who communicate with customers on how to interact and communicate with people with various types of disabilities.

5.2 Telephone Services

The Municipality of Meaford is committed to providing fully accessible telephone service to our customers. We will train employees to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.

We will offer to communicate with customers in person, in writing or by delivering an electronic text by e-mail or diskette if telephone communication is not suitable to their communication needs or is not available.

5.3 Assistive Devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. The Municipality of Meaford will ensure that our employees are familiar with the municipality's assistive devices available at each of our facilities that may be used by customers with disabilities while accessing our goods and services. Employees working in each facility, where assistive devices are available, will be trained to use these devices.

Note: See Appendix C for Assistive devices located in Municipal facilities.

5.4 Billing and Payments

We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following formats upon request by a person with a disability: in writing or by delivering an electronic text by e-mail or diskette. Currently, the Municipality, in addition to by mail or in person payments, also offers internet and telephone banking. Pre-authorized payments or monthly plans for water and tax bills are also available.

6.0 POLICIES AND PRACTICES FOR GOODS AND SERVICES

6.1 Use of Service Animals or Support Persons

We are committed to welcoming people with disabilities who are accompanied by a service animal and/or support person on the parts of our premises that are open to the public and other third parties. We will ensure all employees dealing with the public receive training on how to interact with people with disabilities who are accompanied by a service animal and/or support person.

Service Animals

If a person with a disability is accompanied by a service animal entering a municipal facility or portion thereof accessible to the public, the service animal may enter the premises, unless excluded by other law from the premises.

If a service animal is excluded from the premises by law, the Municipality shall ensure that other measures are in place to allow the person with a disability to obtain, use or benefit from municipal goods or services.

Support Person

The Municipality of Meaford will ensure that a support worker accompanying a person with a disability are both permitted to enter the premises together. The person with a disability must not be prevented from having access to the support person while on municipal property.

The health and safety of the public entering municipal property is of the utmost priority for the Municipality of Meaford. Municipal employees may require a person with a disability to be accompanied by a support worker if staff feels a person's health and safety could be compromised without one.

The Municipality of Meaford will charge support workers 50% of the total cost for admission to the Municipality of Meaford's events/facilities. Customers will be informed of this by a notice that will be posted in the Municipality of Meaford facilities where admission is charged as well as on the municipal website.

Procedures

- 1) The Member of the public should notify appropriate municipal employees of the presence of a support worker.
- 2) Employees will notify the member of the public in advance of the admission fee, if applicable, for the support worker to enter the premises.
- 3) If a Member of the Public requires their support worker present while discussing confidential information with an employee, consent must be received from the person with the disability.

6.2 Notice of Temporary Disruptions

The Municipality of Meaford will 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 will include information about the reason for the disruption, its anticipated duration, and description of alternative facilities or services, if available. Additionally, notice will be placed on the municipal website during normal administrative hours, excluding holidays and weekends. The notice will be conspicuously posted at the affected facility.

Procedures

- 1) Notice of a disruption in service will provide the following information to members of the public:
 - a) Reason for the disruption;
 - b) The anticipated duration of the disruption; and
 - c) A description of alternative facilities or services available, if applicable.
- 2) Notice will be placed on the common entrances of the facility(ies) affected. Notice will also be posted at the Administration Office and St. Vincent Operations Centre during normal business hours.

- 3) Municipal employee in charge of the disrupted service/facility will also notify the Public Information Coordinator or designate, to inform other staff members.
- 4) The Public Information Coordinator, or designate will post the notice on the municipal website during normal business hours.

6.3 Documentation

The Municipality of Meaford shall, upon request, supply a copy of the policies, practices and procedures required under the Ontario Regulation 429/07 – Accessibility Standards for Customer Service to any person.

The Municipality of Meaford and the person with a disability may agree upon the format to be used for the document or information.

6.4 Training for Staff

The Municipality of Meaford will ensure that all staff, volunteers, third parties and participants in developing accessibility policies, practices and procedures governing the provision of goods or services for the Municipality of Meaford will receive customer service training as outlined in *Ontario Regulation 429/07*.

Procedures

- 1) Training will include the following:
 - The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
 - 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 Municipality's premises or otherwise that may help with the provision of goods or services to people with disabilities.
 - What to do if a person with a disability is having difficulty in accessing the Municipality of Meaford's goods and services.
 - The Municipality of Meaford's policies, practices and procedures relating to the customer service standard.
- 2) The Director of Human Resources or designate will schedule regular accessibility training as required by *Ontario Regulation 469/07* for all municipal staff, volunteers and third parties, as applicable. Once all required training has been completed, training sessions will be completed on an as required basis.
- 3) Training will be provided to each person as soon as practicable after he/she is assigned the applicable duties.

- 4) Following policies, practices and procedures governing the provision of goods or services to persons with disabilities will be communicated to all applicable persons as required by *Ontario Regulation 469/07*.

6.5 Feedback Process

Feedback from our customers provides the Municipality of Meaford with opportunities to learn and improve. The Municipality of Meaford recognizes the right of our customers to make a compliment, complaint or suggestion on ways to improve our services.

To assist the Municipality of Meaford in ensuring that the delivery of goods and service to persons with disabilities is provided in an effective and timely manner, the customer is invited to provide their feedback as follows:

In writing, in person, e-mail or telephone, addressed to:

Clerk's Department
21 Trowbridge Street West
Meaford, ON N4L 1A1

The ultimate goal of the Municipality of Meaford is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcomed and appreciated.

Feedback regarding the way the Municipality of Meaford provides goods and services to people with disabilities can be made in person, by telephone, in writing or by delivering an electronic text by e-mail or diskette. All feedback will be directed to the Clerk's Office for distribution to the appropriate staff for response.

Procedure – Feedback

- 1) Members of the public may submit a formal complaint/feedback regarding goods or services received by the Municipality.
- 2) Municipal Staff can receive the complaint/feedback in person, by telephone, in writing, or by delivering an electronic text by e-mail or diskette.
- 3) The complaint/feedback will be directed to the appropriate municipal staff person via the Clerk's Office for review and resolve of the situation. If the situation cannot be solved immediately, the member of the public should be kept informed of how the Municipality plans to handle this situation.
- 4) The member of the public will be contacted in writing once a resolution has been reached.

6.6 Modifications to this or other Policies

We are 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.

6.7 Questions about this Policy

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to the Director of Human Resources or designate for the Municipality of Meaford.

7.0

**APPENDIX A
ACCEPTABLE TERMS FOR USE WHEN TALKING ABOUT DISABILITIES**

The following is an excerpt from the Ministry of Community and Social Services

http://www.mcscs.gov.on.ca/mcss/English/how/howto_choose.htm

Words can influence and reinforce the public's perception of people with disabilities. They can create either a positive view of people with disabilities or an indifferent, negative depiction.

Here are some general tips that can help make your communication and interactions with or about people with all types of disabilities more successful.

- Use *disability* or *disabled*, not *handicap* or *handicapped*.
- Never use terms such as *retarded*, *dumb*, *psycho*, *moron* or *crippled*. These words are very demeaning and disrespectful to people with disabilities.
- Remember to put people first. It is proper to say *person with a disability*, rather than *disabled person*.
- If you don't know someone or if you are not familiar with the disability, it's better to wait until the individual describes his/her situation to you, rather than to make your own assumptions. Many types of disabilities have similar characteristics and your assumptions may be wrong.

Best Practices and Procedures

Accessible Customer Service follows four basis principles:

- Dignity.
- Independence.
- Integration.
- Equal Opportunity.

What can I do to help people with disabilities access our services?

- Ask how you can help.
- Offer a variety of methods of communication.
- Understand the nature and scope of the service you offer.

8.0

**APPENDIX B
PROVIDING CUSTOMER SERVICE FOR PERSONS WITH DISABILITIES**

Physical – Physical disabilities include a range of functional limitations from minor difficulties in moving or coordinating one part of the body, through muscle weakness, tremors, and paralysis. Physical disabilities can be congenital such as Muscular Dystrophy; or acquired, such as tendonitis. A physical disability may affect an individual's ability to:

- Perform manual tasks such as holding a pen, turning a key or grip a door knob.
- Move around independently.
- Control the speed or coordination of movements.
- Reach, pull or manipulate objects.
- Have strength or endurance.

Best Practices and Procedures for Customer Service:

There are many types and degrees of physical disabilities, and not all require a wheelchair. It may be difficult to identify a person with a physical disability. Best practices include:

- Speak normally and directly to your customer. Don't speak to someone who is with them.
- People with physical disabilities often have their own way of doing things. Ask before you help.
- Wheelchairs and other mobility devices are part of a person's personal space. Don't touch, move or lean in on them.
- Provide your customer information about accessible features of the immediate environment (automatic doors, accessible washrooms, etc).
- Keep ramps and corridors free of clutter.
- If a counter is too high or wide, step around it to provide service.
- Provide seating for those that cannot stand in line.
- Be patient. Customers will identify their needs to you.

Hearing – Hearing loss can cause problems in distinguishing certain frequencies, sounds or words. A person who is deaf, deafened or hard-of hearing may be unable to:

- Use a public telephone.
- Understand speech in noisy environments.
- Pronounce words clearly enough to be understood by strangers.

Best Practices and Procedures for Customer Service:

Like other disabilities, hearing loss has a wide variety of degrees. Remember, customers who are deaf or hard of hearing may require assistive devices when communicating.

- Attract the customer's attention before speaking. The best way is a gentle touch on the shoulder or gently waving your hand.
- Always ask how you can help. Don't shout. Speak clearly.

- Be clear and precise when giving directions, and repeat or rephrase if necessary. Make sure you have been understood.
- Face the person and keep your hands and other objects away from your face and mouth.
- Deaf people may use a sign language interpreter to communicate – always direct your attention to the Deaf person – not the interpreter.
- Any personal (e.g. financial) matters should be discussed in a private room to avoid other people overhearing.
- If the person uses a hearing aid, try to speak in an area with few competing sounds.
- If necessary, write notes back and forth to share information.
- Don't touch service animals – they are working and have to pay attention at all times.

Deaf – Blindness – Deaf-Blindness is a combination of hearing and vision loss. The result for a person who is deaf-blind has significant difficulty accessing information and performing daily activities. Deaf-blindness interferes with communication, learning, orientation and mobility. People who are deaf-blind communicate using various sign language systems, Braille, telephone devices, communication boards and any combination thereof.

Many people who are deaf-blind use the services of an Intervener who relay information and facilitate auditory and visual information and act as sighted guides.

Best Practices and Procedures for Customer Service:

Most people who are deaf-blind will be accompanied by an Intervener, a professional who helps with communicating

Interveners are trained in special sign language that involves touching the hands of the client in a two-hand, manual alphabet or finger spelling, and may guide and interpret for their client.

- Do not assume what a person can or cannot do. Some people who are deaf-blind have some sight or hearing, while others have neither.
- A customer who is deaf-blind is likely to explain to you how to communicate with them or give you an assistance card or a note explaining how to communicate with them.
- Do not touch or address the service animal – they are working and have to pay attention at all times.
- Never touch a person who is deaf-blind suddenly or without permission unless it's an emergency.
- Understand that communication can take some time – be patient.
- Direct your attention to your customer, not the Intervener.

Vision – Vision disabilities reduce one's ability to see clearly. Very few people are totally blind; many have limited vision such as tunnel vision, where a person has a loss of peripheral or side vision, or a lack of central vision, which means they cannot see straight ahead. Some can see the outline of objects while others can see the direction of light.

Vision loss may result in:

- Difficulty reading or seeing faces.
- Difficulty maneuvering in unfamiliar places.
- Inability to differentiate colours or distances.
- A narrow field of vision.
- The need for bright light, or contrast.
- Night blindness.

Best Practices and Procedures for Customer Service:

Vision disabilities may restrict your customers' abilities to read signs, locate landmarks or see hazards. In some cases, it may be difficult to tell if a person has a vision disability, while others may use a guide dog and/or white cane.

- Verbally identify yourself before making physical contact.
- If the person uses a service animal – do not touch or approach the animal – it is working.
- Verbally describe the setting, form, location as necessary.
- Offer your arm to guide the person. Do not grab or pull.
- Never touch your customer without asking permission, unless it is an emergency.
- Don't leave your customer in the middle of a room. Show them to a chair, guide them to a comfortable location.
- Don't walk away without saying good-bye.

Intellectual – Intellectual disabilities affect a person's ability to think and reason. It may be caused by genetic factors such as Downs Syndrome, exposure to environmental toxins, such as Fetal Alcohol Syndrome, brain trauma or psychiatric disorders. A person with an intellectual disorder may have difficulty with:

- Understanding spoken and written information.
- Conceptual information.
- Perception of sensory information.
- Memory.

Best Practices and Procedures for Customer Service:

People with intellectual or developmental disabilities may have difficulty doing many things that most of us take for granted. These disabilities can mildly or profoundly limit one's ability to learn. You may not be able to know that someone has this disability unless you are told, or you notice the way people act, ask questions or use body language.

As much as possible, treat your customers with an intellectual or developmental disability like anyone else. They may understand more than you think, and they will appreciate your treating them with respect.

- Do not assume what a person can or cannot do.
- Use clear, simple language.

- Be prepared to explain and provide examples regarding information.
- Remember that the person is an adult and unless you are informed otherwise, can make their own decisions.
- Be patient and verify your understanding.
- If you can't understand what is being said, don't pretend. Just ask again.
- Provide one piece of information at a time.
- Speak directly to your customer, not to their companion or attendant.

Speech – Speech disabilities involve the partial or total loss of the ability to speak. Typical disabilities include problems with:

- Pronunciation.
- Pitch and loudness.
- Hoarseness or breathiness.
- Stuttering or slurring.

Best Practices and Procedures for Customer Service:

Some people have problems communicating. It could be the result of cerebral palsy, hearing loss, or another condition that makes it difficult to pronounce words, causes slurring or stuttering, or not being able to express oneself or understand written or spoken language. Some people who have severe difficulties may use communication boards or other assistive devices.

- Where possible, communicate in a quiet environment.
- Give the person your full attention. Don't interrupt or finish their sentences.
- Ask them to repeat as necessary, or to write their message.
- If you are able, ask questions that can be answered 'yes' or 'no'.
- Verify your understanding.
- Patience, respect and willingness to find a way to communicate are your best tools.

Learning – Learning disabilities include a range of disorders that affect verbal and non-verbal information acquisition, retention, understanding and processing. People with a learning disability may have average or above average intelligence, but take in and process information and express knowledge in different ways.

Learning disabilities may result in difficulties with:

- Reading.
- Problem solving.
- Time management.
- Way finding.
- Processing information.

Best Practices and Procedures for Customer Service:

- Learning disabilities are generally invisible and ability to function varies greatly.
- Respond to any requests for verbal information, assistance in filling in forms, etc. with courtesy.
- Allow extra time to complete tasks if necessary.

Mental Health – Mental Health disabilities include a range of disorders, however, there are three main types of mental health disability:

- Anxiety.
- Mood.
- Behavioral.

People with mental health disabilities may seem edgy or irritated, act aggressively, be perceived as pushy or abrupt, be unable to make a decision, start laughing or get angry for no apparent reason.

Best Practices and Procedures for Customer Service:

- Treat each person as an individual. Ask what would make him/her the most comfortable and respect his/her needs to the maximum extent possible.
- Try to reduce stress and anxiety in situations.
- Stay calm and courteous, even if the customer exhibits unusual behaviour, focus on the service they need and how you can help.

SENSES

Smell – Smell disabilities can involve the inability to sense smells or a hypersensitivity to odours and smells. A person with a smelling disability may have allergies to certain odours, scents or chemicals or may be unable to identify dangerous gases, smoke, fumes and spoiled food.

Touch – Touch/Tactile disabilities can affect a person's ability to sense texture, temperature, vibration or pressure. Touch sensations may be reduced or heightened resulting in a hypersensitivity to touch, temperature, or the opposite, numbness and the inability to feel touch sensations.

Taste – Taste disabilities can limit the experience of the four primary taste sensations; sweet, bitter, salty and sour. A person with a taste disability may be unable to identify spoiled food or noxious substances.

Other – Other disabilities may result from a range of other conditions, accidents, illnesses and diseases including ALS, asthma, diabetes, cancer, HIV/AIDs, environmental sensitivities, seizure disorders, heart disease, stroke and joint replacement.

NOTE: Disabilities are not always visible or easy to distinguish

9.0

**APPENDIX C
ASSISTIVE DEVICES AT MUNICIPALITY OF MEAFORD FACILITIES**

LOCATION/FACILITY (alphabetical)	ASSISTIVE DEVICE
Administration Office	<ul style="list-style-type: none"> • 1 Accessible parking space • Accessible entrance • Automatic door openers • Accessible washroom facilities including sink/taps
Beautiful Joe Park: Pavilion	<ul style="list-style-type: none"> • Accessible parking
Blue Dolphin Pool: Change House	<ul style="list-style-type: none"> • Accessible entrance available • Automatic door openers available • Accessible washroom facilities
Bognor Park: Picnic Pavilion	<ul style="list-style-type: none"> • <i>No accessible features</i>
Community Centre: Bognor	<ul style="list-style-type: none"> • 1 Accessible parking space
Community Centre: Meaford/St. Vincent (Arena)	<ul style="list-style-type: none"> • 1 Accessible parking space • Accessible entrance • Automatic door openers • Accessible washroom facilities including sinks/taps • Accessible to trash receptacle • Resting areas available
Community Centre: Riverside	<ul style="list-style-type: none"> • 1 Accessible parking space
Community Centre: Woodford	<ul style="list-style-type: none"> • Accessible parking • Accessible entrance • Accessible washroom facilities
Depot: Operations Centre/St. Vincent	<ul style="list-style-type: none"> • Accessible parking • Accessible entrance available
Depot: Sydenham Office Building	<ul style="list-style-type: none"> • 1 Accessible parking space • Accessible entrance available • Accessible washroom facility, but ordinary sinks/taps
Fred Raper's Park: Gazebo	<ul style="list-style-type: none"> • <i>No accessible features</i>
Irish Mountain Lookout: Pavilion	<ul style="list-style-type: none"> • Accessible parking
Irish Mountain Lookout: Washroom	<ul style="list-style-type: none"> • Accessible parking
Lakeview Cemetery: Chapel	<ul style="list-style-type: none"> • <i>No accessible features</i>
Lakeview Cemetery: Office	<ul style="list-style-type: none"> • <i>No accessible features</i>
McCarroll Park: Washrooms	<ul style="list-style-type: none"> • Accessible entrance available • Accessible washroom facilities including sinks/taps • New splash pad with ramp
Meaford Hall Arts & Cultural Centre	<ul style="list-style-type: none"> • 1 Accessible parking space • Accessible entrance available • Accessible washroom facilities (sinks/taps) • Automatic door openers • Accessibility to upper and lower floors (elevator installed with access to three floors, balcony not accessible) • Accessible trash receptacles • Hearing assist system

LOCATION/FACILITY (alphabetical)	ASSISTIVE DEVICE
Meaford Harbour: Fish Cleaning Station	<ul style="list-style-type: none"> • Accessible parking
Meaford Harbour: Office	<ul style="list-style-type: none"> • 1 Accessible parking space
Meaford Harbour: Pavilion	<ul style="list-style-type: none"> • Accessible parking
Meaford Harbour: Washrooms	<ul style="list-style-type: none"> • 1 Accessible parking space • Accessible entrance available • Accessible washroom facilities including sinks/taps
Meaford Museum	<ul style="list-style-type: none"> • Accessible entrance available • Accessible trash receptacle • Resting area available • Accessible washroom facilities including sinks/taps
Memorial Park: Office	<ul style="list-style-type: none"> • 1 Accessible parking space • Accessible entrance available • Accessible washroom facilities including sink/taps and shower facilities • Accessible trash receptacles available
Memorial Park: Pavilion (Kinsmen)	<ul style="list-style-type: none"> • Accessible picnic tables available
Memorial Park: Pavilion/Stage (upper)	<ul style="list-style-type: none"> • <i>No accessible features</i>
Memorial Park: Washroom (lower east)	<ul style="list-style-type: none"> • 1 Accessible parking space • Accessible entrance available
Memorial Park: Washroom (lower west)	<ul style="list-style-type: none"> • Accessible entrance available
Memorial Park: Washrooms/Showers (upper)	<ul style="list-style-type: none"> • 1 Accessible parking space • Accessible entrance available • Accessible washroom facilities including sinks/taps
Meaford Public Library	<ul style="list-style-type: none"> • 1 Accessible parking space • Accessible entrance available with ramp access • Automatic door openers • Computer Station for the Visually Impaired including a Braille keyboard and monitor
Midas Mart Facility (Bandstand/Retail Store)	<ul style="list-style-type: none"> • <i>No accessible features</i>
New Fire Hall	<ul style="list-style-type: none"> • Accessible entrance available • Automatic door opener • Accessible washroom facilities • Accessible parking
Skateboard Park	<ul style="list-style-type: none"> • <i>No accessible features</i>
St. Vincent Park: Washroom	<ul style="list-style-type: none"> • Accessible parking

10.0 APPENDIX D



NOTICE OF ADMISSION FEES

50% of the normal admission fee shall be charged to a “support person” accompanying persons with disabilities.

Definitions:

“**Persons with Disabilities**” shall mean those individuals that are affected with a disability as defined under the Ontario Human Rights Code.

“**Support Persons**” shall mean any person whether a paid professional, volunteer, family member, friend to who accompanies a person with a disability in order to help with communications, personal care or medical needs or with access to goods or services.

11.0 APPENDIX E



NOTICE OF SERVICE DISRUPTION

There will be a scheduled service disruption at:

The disruption will be from _____ to _____.

The following alternate service/facility is available until this service has been restored.

On behalf of The Municipality of Meaford, we would like to thank you for your patience and cooperation in this matter.

12.0 APPENDIX F



**EMPLOYEE AGREEMENT
AND ACKNOWLEDGEMENT**

NON COMPLIANCE

Failure to comply with The Municipality of Meaford Customer Service Standard policy may result in disciplinary action up to and including termination.

ACKNOWLEDGEMENT AND AGREEMENT

I, _____ acknowledge that I have read and understand the Accessibility Standards for Customer Service Standard Policy of The Corporation of The Municipality of Meaford. I agree to adhere to this policy and will ensure that employees and/or volunteers working under my direction adhere to this policy. I understand that if I violate the rules of The Municipality of Meaford Customer Service Standard policy, I may face corrective action, up to and including termination of employment.

Name: _____

Signature: _____

Date: _____

Witness: _____