

Association of Municipalities of Ontario (AMO) Accessible Customer Service Policy

Required for the Implementation of the Accessibility
for Ontarians with Disabilities Act (AODA 2005)

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1. Purpose / Background Information

The Accessibility for Ontarians with Disabilities Act, 2005 (the "AODA") is a Provincial Act with the purpose of developing, implementing, and enforcing accessibility standards in order to achieve accessibility for persons with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises.

Under the AODA, Ontario Regulation 191/11 entitled "[Integrated Accessibility Standards](#)" is relevant for this policy. Part IV.2 of the regulation establishes accessibility standards specific to customer service for public sector organizations and other persons or organizations that provide goods and services to members of the public or other third parties.

This policy (to be effective January 1, 2022) is drafted in accordance with the Integrated Accessibility Standards (Ontario Regulation 191/11) and addresses the following:

- The provision of goods and services to persons with disabilities;
- The use of assistive devices by persons with disabilities;
- The use of service animals by persons with disabilities;
- The use of support persons by persons with disabilities;
- Notice of temporary disruptions in services and facilities;
- Training;
- Customer feedback regarding the provision of goods and services to persons with disabilities; and

Notice of availability and format of documents.

2. Application

AMO ("the Corporation") is a not-for-profit corporation that aims to represent its member municipal councils in matters affecting municipal governments and to provide membership services of benefit to municipal government in Ontario.

This policy applies to all persons within the Corporation who deal with members of the public or other third parties on behalf of the Corporation, whether the person does so as an employee, Board Member, agent, volunteers (including on-site volunteers at the Corporation's conferences and events), student on placement, or otherwise and all persons who participate in developing the Corporation's policies, practices and procedures governing the provision of goods and services to members of the public or other third parties.

3. Definitions

Assistive Device - A device used to assist persons with disabilities in carrying out activities or in accessing the services of persons or organizations covered by the Customer Service Standard.

Corporation - The Association of Municipalities of Ontario and its subsidiaries: Local Authority Services Limited (LAS) and the Municipal Employer Pension Centre of Ontario (MEPCO).

Disability

- 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.

Guide Dog - A guide dog as defined in section 1 of the Blind Persons' Rights Act is a dog trained as a guide for a blind person and having qualifications prescribed by the regulations under the Blind Persons' Rights Act.

Regulated Health Professional – A regulated health professional as defined by the Integrated Accessibility Standards [regulation](#) are:

- (i) A member of the College of Audiologists and Speech-Language Pathologists of Ontario.
- (ii) A member of the College of Chiropractors of Ontario.
- (iii) A member of the College of Nurses of Ontario.
- (iv) A member of the College of Occupational Therapists of Ontario.

(v) A member of the College of Optometrists of Ontario.

(vi) A member of the College of Physicians and Surgeons of Ontario.

(vii) A member of the College of Physiotherapists of Ontario.

(viii) A member of the College of Psychologists of Ontario.

(ix) A member of the College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario. O. Reg. 165/16, s. 16.

Service Animal - Any animal used by a person with a disability for reasons relating to the disability where it is readily apparent that the animal is used by the person for reasons relating to their disability; or where the person provides a letter from a regulated health professional as defined in the regulations confirming that he or she requires the animal for reasons relating to their disability; or a valid identification card signed by the Attorney General of Canada or a certificate of training from a recognized guide dog or service animal training school.

Support Person - A person who accompanies a person with a disability in order to assist him or her with communication, mobility, personal care, or medical needs or with access to goods or services.

4. Policy Statement

The Association of Municipalities of Ontario is committed to providing quality goods and services that are accessible to all persons that we serve to reasonably ensure dignity, independence, integration, and equal opportunity.

5. General Principles

The Provision of Goods and Services to Persons with Disabilities

- a) The Corporation will use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:
 - The Corporation's goods and services are provided in a manner that respects the dignity and independence of persons with disabilities;

- The provision of the Corporation's goods and services to persons with disabilities are integrated with those provided to persons who do not have disabilities unless an alternative measure is necessary to enable a person with a disability to obtain, use or benefit from the Corporation's goods or services and,
- Persons with disabilities are given an opportunity equal to that of persons without disabilities to obtain, use or benefit from the Corporation's goods and services.

Communication with Persons with Disabilities

- When communicating with a person with a disability, the Corporation will do so in a manner that takes into account the person's disability.

Notice of Temporary Disruptions in Services

- The Corporation is aware that the operation of its services is important to its members and members of the public. However, temporary disruptions in the Corporation's services may occur due to reasons that may or may not be within the Corporation's control or knowledge.
- The Corporation will make reasonable effort to provide notice of the disruption to our members and members of the public, including information about the reason for the disruption, its anticipated duration, and a description of alternative services, if any, that may be available. The Corporation will make reasonable effort to provide prior notice of the planned disruption if possible, recognizing that in some circumstances such as in the situation of unplanned temporary disruption, advance notice will not be possible. In such cases, the Corporation will provide notice as soon as possible.
- When temporary disruptions occur to the Corporation's services, the Corporation will provide notice by posting the information in visible places, or on the Corporation's website (www.amo.on.ca), or by any other method that may be reasonable under the circumstances as soon as reasonably possible.

Assistive Devices and other Measures that Assist with Accessibility

- A person with a disability may provide their own assistive device for the purpose of obtaining, using and benefiting from the Corporation's goods and services. Exceptions may occur in situations where the Corporation has determined that the assistive device may pose a risk to the health and safety of a person with a disability or the health and safety of others on the premises.
- In these situations and others, the Corporation may offer a person with a disability other reasonable measures to assist him or her in obtaining, using and benefiting from the Corporation's goods and services, where the Corporation has such other measures available.
- It should be noted that it is the responsibility of the person with a disability to ensure that their assistive device is always operated in a safe and controlled manner.

Service Animals

- Persons with a disability may enter premises owned and operated, or operated, by the Corporation accompanied by a service animal and keep the animal with them if the public has access to such premises and the animal is not otherwise excluded by law. If law excludes a service animal, the Corporation will ensure that alternate means are available to enable the person with a disability to obtain, use or benefit from the Corporation's goods and services.
 - All attempts will be made to accommodate persons with disability requiring a service animal at all Corporation sanctioned events, subject to venue approval unless prohibited by law.
- A service animal can be readily identifiable with visual indicators, such as a vest or harness, or the person with a disability may provide documentation. If it is not readily apparent that the animal is a service animal, the Corporation may ask the person with a disability for a letter from a regulated health professional identified in the regulations confirming that the person requires the animal for reasons relating to their disability. The Corporation may also, or instead, ask for a valid identification card signed by the Attorney General of Canada or a certificate of training from a recognized guide dog or service animal training school.
- It should be noted that it is the responsibility of the person with a disability to ensure that their service animal is always kept in control.

Support Persons

- A person with a disability may enter premises owned and operated, or operated, by the Corporation with a support person and have access to the support person while on the premises.
 - All attempts will be made to accommodate persons with disability requiring a support person at all Corporation sanctioned events.
- The Corporation may require a person with a disability to be accompanied by a support person while on Corporation premises in situations where it is necessary to protect the health or safety of the person with a disability or the health and safety of others on the premises. This can occur only after consultation with the person with the disability and based on the available evidence. No extra fee shall be charged.
- A support person, when assisting a person with a disability to obtain, use or benefit from the Corporation's goods and services, will be permitted to attend at no charge where an admission fee is applicable.

Feedback

- The Corporation is committed to providing high quality goods and services to its membership. Feedback from the membership and the public on accessibility of goods and services to persons the Corporation serves is welcomed as it may help identify areas that require change and encourage continuous service improvements.

- Feedback about the delivery of goods and services to persons with disabilities may be given by telephone, in person, in writing, in electronic format or through other alternate methods at no extra cost to the person when requested
- Information about the feedback process is readily available and notice of the process is posted on the Corporation's website (www.amo.on.ca) and/or in other appropriate locations.

Training

- The Corporation must ensure that all persons to whom this policy applies receive training as required by the Integrated Accessibility Standards. The amount and format of training given will be tailored to suit each person's interactions with the membership and the public and their involvement in the development of policies, procedures and practices pertaining to the provision of goods and services.
- When updates are made to the Integrated Accessibility Standards, all the persons that this policy is applicable to must be notified of the changes.
- The content of the training will at a minimum include:
 - A review of the purposes of the AODA;
 - The customer service requirements of the Integrated Accessibility (Ontario Regulation 191 / 11);
 - Instruction on the Corporation's policies, procedures and practices pertaining to the provision of goods and services to persons with disabilities;
 - How to interact and communicate with persons with various types of disabilities;
 - What to do if a person with a particular type of disability is having difficulty accessing the Corporation's goods or services;
 - How to interact with persons with disabilities who use assistive devices or who require the assistance of a support person or service animal; and
 - Information about the equipment or devices available on the Corporation's premises that may help with the provision of goods or services to persons with disabilities.

Timeline for Training

Training will be provided as soon as practicable upon an individual being assigned the applicable duties as well as on an ongoing basis as changes occur to the Corporation's policies, procedures and practices governing the provision of goods or services to persons with disabilities.

Records of Training

The Corporation will keep records of the training, including the date on which training is provided and the number of individuals to whom it is provided. The names of individuals trained will be recorded for training administration purposes.

6. Availability and Format of Documents

January, 2022

All documents required by the Integrated Accessibility Standards, including the Corporation's Accessible Customer Service policies, procedures and practices (e.g. emergency plans, public safety information), notices of temporary disruptions, training records, and written feedback process are available upon request.

When providing a document to a person with a disability, the Corporation will provide the document, or the information contained in the document, in a format that takes the person's disability into account.

7. Notice of the Availability of Documents

Notice of the availability of all documents required by the Integrated Accessibility Standards will be posted on the Corporation's website and available by contacting the Corporation directly. Exceptions will include documents for internal direction including but not limited to the private and confidential documents of the Corporation.

8. Responsibilities

All Departments:

- Providing documents in a suitable format upon request by a person with a disability;
- Ensuring compliance with the Integrated Accessibility Standards, Ontario Regulation 191/11;
- Notifying a Senior Manager or direct report of any additional training requirements;
- Communicating and coordinating, when applicable, with a person with a disability regarding the use of a support person;
- Communicating and coordinating, when applicable, with a person with a disability regarding services animals; and
- Providing notification of a service disruption to the appropriate Senior Manager or Executive Director in their absence.

User (Person with a disability):

- Supervising and keeping service animals in control when used to access the Corporation's goods and services;
- Providing a visible indicator (e.g., vest, harness) or verification or license of service animal certification; and

- Providing the Corporation with a contact name and information should service disruption notification be required

The Accessibility Program Coordinator or someone who is designated as such¹:

- Monitoring and reporting on compliance measures;
- Reviewing, updating and interpreting this procedure;
- Communicating the accessible customer service procedures to all relevant parties;
- Assisting in the set-up of training and the records to be kept by the Corporation; and
- Maintain a contact list of individuals that have registered for service disruption notification.

Senior Management:

- The provision of Accessibility Training in accordance with the relevant policies and procedures.

¹ The Director of Finance and Operations Centre as assisted by the appropriate administration staff will determine the person(s) that will be designated as the Corporation's Accessibility Program Coordinator(s).

A) Customer Accommodation Initial Request

The Association of Municipalities of Ontario considers accessibility to information and services a priority for our members and all customers. In this light, all reasonable efforts will be made to meet your needs. Please submit your completed form to any of the following:

Mail or deliver to:
Accessibility at AMO
155 University Avenue
Suite 800
Toronto, ON M5H 3B7

Fax to:
416.971.6191

E-mail to:
accessibility@amo.on.ca

Full name of person requiring accommodation	
Telephone Number	E-mail Address
Address	

Information about the AMO service or product for which accommodation is requested

Name of service or program
Please indicate type of assistance required (detailed information will help us provide better service to you)

Date submitted	Name of person submitting request (if different from above)
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Personal information contained on this form is collected pursuant to Ontario Regulation 429/07, the Accessibility Standards for Customer Service and will be used only for the purpose of responding to your request.

For AMO use only

Request Number	Received by:
Date Referred	Referred to (name):
Comments	

B) Customer Service Feedback Form

The Association of Municipalities of Ontario considers accessibility to information and services a priority for our members and all customers. We welcome your comments to help us monitor and improve our services and experiences. Please submit your completed form to any of the following:

Mail or deliver to:
 Accessibility at AMO
 155 University Avenue
 Suite 800
 Toronto, ON M5H 3B7

Fax to:
 416.971.6191

E-mail to:
accessibility@amo.on.ca

Please tell us the date and time of your contact with us:
Did we respond to your customer service needs: <input type="checkbox"/> YES <input type="checkbox"/> NO (please explain below)
Was our customer service provided to you in an accessible manner: <input type="checkbox"/> YES <input type="checkbox"/> SOMEWHAT <input type="checkbox"/> NO (please explain below)

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

Your Full Name	
Telephone Number	E-mail Address
Address	

Personal information contained on this form is collected pursuant to Ontario Regulation 191/11, the Integrated Accessibility Standards and will be used only for the purpose of responding to your request.

For AMO use only

Request Number	Received by:
Date Referred	Referred to (name):
Comments	