

The Corporation of the Township of Emo

Accessible Customer Service Plan



Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

The Corporation of the Township of Emo is committed to excellence in serving all customers including people with disabilities.

Assistive devices

We will ensure that our staff is trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods or services.

Communication

We will communicate with people with disabilities in ways that take into account their disability.

Service animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

Support persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

- Fees will not be charged for support persons

We will notify customers of this through a notice posted on our premises including but not limited to the Emo Municipal Office, Emo-LaVallee Community Centre and the Emo Curling Rink.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities **such as Emo Municipal Office, Township of Emo** will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

The notice will be placed at **Emo Municipal Office and on the Township of Emo Website www.emo.ca**

Training

Township of Emo will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services.

Individuals in the following positions will be trained:

All employees with the Township of Emo, including volunteers.

This training will be provided to staff **during orientation and updated yearly or as required/necessary.**

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- **Township of Emo's** plan related to 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 the equipment or devices available on-site or otherwise that may help with providing good and services to people with disabilities. These include **wheel chair lifts, computers, fax machines, automatic doors and any newly acquired equipment within the Township of Emo facilities.**
- What to do if a person with a disability is having difficulty in accessing **Emo Municipal Office's** goods and services.
- Online Accessibility course - <http://www.mcass.gov.on.ca/en/serve-ability/index.aspx>

Staff will also be trained when changes are made to your accessible customer service plan.

Feedback process

Customers who wish to provide feedback on the way **Township of Emo** provides goods and services to people with disabilities can **e-mail, mail, fax, verbally, in person, and by telephone.**

All feedback, including complaints, will be **documented and directed to the correct department head for rectification or addition to the Township of Emo's Policies if required.**

Customers can expect to hear back within two business days.

Notice of availability

Township of Emo will notify the public that our policies are available upon request by posting it on our website, www.emo.ca, and by hard copy in the Emo Municipal Office and will be available in an alternate format upon request.

Modifications to this or other policies

Any policy of **the Township of Emo** that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.