

Understanding Accessible Customer Service

Feedback

The Township of Havelock-Belmont-Methuen welcomes any comments on the provision of goods and services to people with disabilities. Please send comments to:

In person:

The Corporation of the Township of Havelock-Belmont-Methuen
1 Ottawa St. E.
Havelock, Ontario

Mailing Address:

The Corporation of the Township of Havelock-Belmont-Methuen
P.O. Box 10, 1 Ottawa St. E.
Havelock, Ontario K0L 1Z0

Website:

www.havelockbelmontmethuen.on.ca

Telephone: (705) 778-2308

Fax No. (705) 778-5248

Availability and Format of Documents

All documents required by the Accessibility Standards for Customer Service, including the Township's Accessible Customer Service policies, procedures and practices, notices of temporary disruptions, training records, and written feedback process are available upon request, subject to MFIPPA.

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

Notice of Availability of Documents

Notice of availability of all documents required by the Accessibility Standards Customer Service will be posted on the Township's website, and available through the Clerk's Office.

Havelock-Belmont-Methuen



Understanding Accessible Customer Service



Understanding Accessibility

Background

The Accessibility Standards for Customer Service (Ontario Regulation 429/07), was created under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). The Standard came into effect on January 1, 2008. It sets out obligations for certain persons, businesses and other organizations to provide goods or services in a way that is accessible to people with disabilities.

What is Accessible Customer Service?

Accessible Customer Service is when goods and services are provided in a manner that respects the dignity and independence of persons with disabilities.

The person with a disability is given an opportunity to obtain, use and benefit from the goods and services

General Etiquette & Common Courtesies

- Ask all customers if they have any special needs that you can accommodate.
 - Do not make assumptions about an individual's ability to do certain things.
 - Do not assume that just because a physical impairment is not visible, it does not exist.
 - Treat people with disabilities as you would any other person, with dignity, respect & patience
 - Make no assumptions – be patient and ask if you may help and if the person with the disability consents to your help, ask how you may help.
 - Do not insult a person with a disability by talking to them through a companion or support person
- Communicate with a person with a disability in a manner that takes into account his/her disability.
 - Allow people with disabilities to be accompanied by their guide dog or service animal in those premises you own or operate that are open to the public.
 - Provide notice when facilities or services that people with disabilities rely on to access or use your goods or services are temporarily disrupted.
 - Relax, speak normally and stand in front of the person to allow eye contact to be made, in the same way you would when talking to anyone else.