

**THE CORPORATION OF THE  
TOWN of LATCHFORD**

**BY-LAW 2021-024**

**BEING a By-law to adopt an Accessible Customer Service Policy and Policies under the Integrated Accessibility Standards Regulation.**

**WHEREAS** the Province of Ontario passed the Accessibility for Ontarians with Disabilities Act (AODA), 2005;

**AND WHEREAS** the Province of Ontario passed Ontario Regulation 429/07 Accessibility Standards for Customer Service made under the AODA requiring municipalities to establish customer service policies, practices and procedures governing the provision of its goods or service to persons with disabilities;

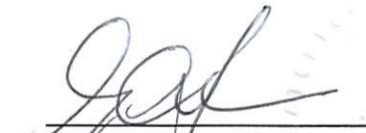
**AND WHEREAS** the Province of Ontario created Integrated Accessibility Standards Regulation (Ontario Regulation 191/11);

**AND WHEREAS** the Corporation of the Town of Latchford deems it necessary to create plans and policies as identified under regulation;

**NOW THEREFORE** the Corporation of the Town of Latchford hereby enacts as follows:

1. **THAT** the ACCESSIBILITY STATEMENT OF COMMITMENT of the Township of Armstrong is hereby adopted and attached as Schedule "A", attached hereto and forming part of this by-law.
2. **THAT** the Customer Service Policy for the Corporation of the Town of Latchford is hereby adopted and attached as Schedule "B", attached hereto and forming part of this by-law.
3. **THAT** the Integrated Policies set out under the Integrated Accessibility Standards Regulation is hereby adopted and attached as Schedule "C", attached hereto and forming part of this by-law.
4. **THAT** all other by-laws, policies, resolutions, or parts thereof, contrary hereto or inconsistent herewith, be and the same are hereby repealed.
5. **THAT** this by-law comes in force and effect upon the passing thereof.

READ A FIRST AND SECOND AND THIRD TIME AND PASSED this 21<sup>st</sup> day of October 2021.

  
\_\_\_\_\_  
Mayor, George Lefebvre

  
\_\_\_\_\_  
Clerk-Treasurer, Jaime Allen

**SCHEDULE "A"**

**to**

**TOWN OF LATCHFORD ACCESSIBILITY POLICY**

**ACCESSIBILITY STATEMENT OF COMMITMENT**

The Corporation of the Town of Latchford is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a manner that allows for dignity and independence.

Integration is key and we are committed to meeting the needs of people with disabilities in a timely manner. We are committed to reviewing barriers to accessibility and strive to meet the accessibility requirements under Ontario's accessibility laws.

**SCHEDULE "B"**  
**TOWN OF LATCHFORD**

**ACCESSIBLE CUSTOMER SERVICE POLICY**

*Providing goods and services to people with disabilities*

**1. PURPOSE**

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) provides for the establishment of accessibility standards.

Regulation 429/07 Accessibility Standards for Customer Service made under the AODA requires municipalities to establish customer service policies, practices and procedures governing the provision of its goods or service to persons with disabilities.

The Municipality must use all reasonable efforts to ensure that goods and services are provided in a manner that respects the dignity and independence of persons with disabilities and therefore the purpose of this Policy is to fulfill certain requirements as set out in Ontario Regulation 429/07 made under the AODA and other relevant sections of that Act as well as the Ontarians with Disabilities Act, 2005.

**2. COMMITMENT**

The Town of Latchford strives to provide goods and services in a timely manner that ensures equal access and participation in municipal services and programs in a similar way as other customers.

**3. DEFINITIONS**

- (a) **"Assistive Devices"** shall mean an auxiliary aid such as communication aids, cognition aids, personal mobility aids, and medical aids (i.e.: canes, crutches, wheelchairs or hearing aids, etc.) to access and benefit from the goods and services of the Town of Latchford.
- b) **"Disability"** shall mean
- 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.
  - A condition of mental impairment or a developmental disability;
  - A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
  - A mental disorder, or;
  - An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.
- c) **"Employee"** shall mean an employee, agent, volunteer, board or otherwise who on behalf of the Town of Latchford, provides or oversees the provision of municipal goods and services to members of the public or other third parties.
- d) **"Persons with Disabilities"** shall be defined as in the Ontario Human Rights Code.
- e) **"Service Animal"** shall mean any animal individually trained to do work or perform tasks for the benefit of a person with a disability.
- f) **"Support Person"** shall mean any person whether a paid professional, volunteer, family member or friend who accompanies a person with a disability to aid him or her with

communication, mobility, personal care or medical needs, or with access to goods and services.

## ***2. PROVISION OF GOODS AND SERVICES***

The Town of Latchford 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:

### ***A COMMUNICATION***

We will communicate with people with disabilities in ways that consider their disability. Staff communicating with customers will be trained on how to interact and communicate with people with various types of disabilities.

### ***B TELEPHONE SERVICES***

The Town of Latchford is committed to providing fully accessible telephone service to our customers. We will train our staff to communicate with customers over the telephone in clear and plain language, to speak clearly and slowly and to tailor their responses as much as possible in support of the individual. We will offer to communicate with customers by email, written text and in person if phone communication is not suitable to their communication needs or is not available.

### ***C ASSISTIVE DEVICES***

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

### ***DJ CORRESPONDENCE, INVOICES AND OTHER DOCUMENTATION***

The Town of Latchford is committed to providing accessible information to all of our customers.

For this reason, correspondence, invoices, reports and all other documentation will be provided in the following formats upon request: large print, email and hard copy.

The Town of Latchford will provide a document or information contained in a document, in a format that considers the customer's disability. The Town of Latchford and the customer with the disability will agree upon the format to be used for the document or information provided.

The Town of Latchford will answer any questions customers may have about the content of the invoice in person, by telephone or email.

### ***E SERVICE ANIMALS & SUPPORT PERSONS***

The Town of Latchford is 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 the premises that are open to the public and other third parties.

The Town of Latchford is committed to welcoming people with disabilities, who are require to be accompanied by a support person. Any person who is accompanied by a support person will be allowed to enter the municipal premises with his or her 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. Fees will not be charged for support persons for admission to Municipal facilities or events where a fee is required.

We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a support person or service animals.

### ***NOTICE OF TEMPORARY DISRUPTION***

The Town of Latchford 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 a description of alternative facilities or services, if available.

Notice may be given by posting the information at all public entrances and service counters on our premises. (see Appendix A)

### ***TRAINING OF STAFF***

The Town of Latchford will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf, and to all those who are involved in the development and approvals of customer services policies, practices and procedures. This will involve training council, administrative, library, public works, recreation, landfill staff and volunteers on an annual basis, with new staff being trained within a reasonable time period after the commencement of employment.

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.
- Proper operation of the equipment or devices located in the Town of Latchford location.
- What to do if a person with a disability is having difficulty in accessing the Township of Latchford's goods and services.
- The Town of Latchford policies, practices and procedures relating to the customer service standard.
- Policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

### ***TRAINING RECORDS***

Training records shall be kept, including the dates when the training is provided, the number of individuals to whom training was provided and the signature of all those individuals trained on a particular date.

### ***EMPLOYMENT***

The Town of Latchford is committed to accessible employment practices. Staff will ensure that people with disabilities are accommodated during the hiring process. Staff will work to update policies to ensure that employees with disabilities are fully accommodated in the workplace

### ***RETURN TO WORK***

The Town of Latchford is committed to work with individual employees to accommodate them who are absent because their disability required them to be away from work

### ***FEEDBACK PROCESS***

The ultimate goal of the Town of Latchford is to meet and exceed customer expectations while serving all people, including those with disabilities. Comments regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way the Town of Latchford provides goods and services to people with disabilities can be made by completing the Accessible Customer Service Feedback Form (See Appendix B), by mail, email, drop box or verbally.

***All feedback should be directed to:***

Clerk Treasurer  
P.O. Box 10  
10 Main Street  
Latchford Ontario.  
POJINO

Phone: (705)676-2416  
Fax: (705) 676-2121  
Email: [jallen@latchford.ca](mailto:jallen@latchford.ca)

Feedback will not be acted upon unless the person providing the same includes his or her name, mailing address and daytime telephone number. The Municipality will make reasonable efforts to provide acknowledgement to feedback within ten (10) working days from receipt.

***MODIFICATIONS TO THIS OR OTHER POLICIES***

The Town of Latchford 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 Town of Latchford will make reasonable efforts to modify or amend any policy that does not respect and promote the dignity and independence of people with disabilities.

***QUESTIONS ABOUT THIS POLICY***

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 Clerk-Treasurer of the Town of Latchford.

**TOWN OF LATCHFORD  
CUSTOMER SERVICE POLICY  
APPENDIX 'A'**

**DOCUMENT FOR NOTIFICATION TO THE PUBLIC  
DISRUPTION IN SERVICE**

Type of Disruption \_\_\_\_\_

Reason for Disruption \_\_\_\_\_

Duration of Disruption \_\_\_\_\_

Alternative Facilities for Service \_\_\_\_\_

**TOWN OF LATCHFORD  
CUSTOMER SERVICE POLICY  
APPENDIX '8'**

Invitation for comments on the Provision of Goods and Services to people with Disabilities and availability of the Policy.

We welcome your input and comments. We strive to improve accessibility for our customers with disabilities and we welcome your feedback.

The accessibility plan and associated policies are available in hard copy by request from the Municipal Office and available for download from the municipal website at [www.latchford.ca](http://www.latchford.ca)

You may forward your comments by mail, e-mail or fax to the attention of the Clerk Treasurer

Town of Latchford  
P.O. Box 10  
Latchford, Ontario P0J 1N0

Phone: (705) 676-2416  
Fax: (705) 676+-2121  
Email: [jallen@latchford.ca](mailto:jallen@latchford.ca)



**TOWN OF LATCHFORD  
CUSTOMER SERVICE POLICY  
APPENDIX 'C'**

**Document for Obtaining Comments**

**Customer Comment Form**

Thank you for visiting the Town of Latchford. We value all our customers and strive to meet the needs of everyone. Please assist us by providing the following information:

1. Did we respond to your customer service needs today?      YES              NO
2. Was our customer service provided to you in an accessible manner?  
                                 YES              SOMEWHAT              NO
3. Did you have any problems accessing our goods and services?  
                                 YES              SOMEWHAT              NO  
                                 (please provide details)

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Name \_\_\_\_\_

Mailing Address \_\_\_\_\_

Daytime Telephone Number \_\_\_\_\_

**TOWN LATCHFORD  
CUSTOMER SERVICE POLICY  
APPENDIX 'D'**

**Document for Addressing Customer Comments**

Date Comments Received: \_\_\_\_\_

Name of Customer: \_\_\_\_\_

Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Details:

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Follow-up:

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Action:

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Staff Member \_\_\_\_\_ Date: \_\_\_\_\_

**SCHEDULE "C"**  
**to By-law**

**TOWN OF LATCHFORD**

**INTEGRATED ACCESSIBILITY STANDARDS REGULATION (IASR) POLICY**

**1. PURPOSE**

Under the Accessibility for Ontarians with Disabilities Act, 2005 all private and public sector organizations must meet the required standards established by regulation.

Ontario Regulation 191/11, as amended known as the Integrated Accessibility Standards Regulation, establishes accessibility standards and introduces requirements for Information and Communications, Employment and Transportation. The Integrated Accessibility Standards Regulation also establishes the compliance framework for obligated organizations.

**2. SCOPE AND RESPONSIBILITIES**

The Integrated Accessibility Standards Regulation applies to all public, private and not-for-profit organizations, with at least one employee.

This policy has been drafted in accordance with the regulation and identifies how the Municipality intends to set out accessibility standards and meet compliance of the Regulation.

**3. POLICY STATEMENT AND ORGANIZATIONAL COMMITMENT**

The Town of Latchford is committed and guided by the four core principles of dignity, equal opportunity, integration, full inclusion and supports the needs of persons with disabilities. The Town of Latchford shall use every effort to ensure that we meet the needs of people with disabilities, in a timely manner, through the implementation of this policy.

**4. DEFINITIONS**

**"Accessible formats"** may include, but are not limited to, large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.

**"communications"** means the interaction between two or more persons or entities, or any combination of them, where information is provided, sent or received.

**"communication supports"** may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

**"conversion ready"** means an electronic or digital format that facilitates conversion into an accessible format.

**"designated public sector organization"** means every municipality and every person or organization listed in Column A of Table 1 of Ontario Regulation 146/10 (Public Bodies and Commission Public Bodies- Definitions) made under the Public Service of Ontario Act, 2006.

**"information"** includes data, facts and knowledge that exists in any format, including text, audio, digital or images, and that conveys meaning.

**"small designated public sector organization"** means a designated public sector organization with at least one but fewer than 50 employees.

## **5. General Provisions**

### **Multi-Year Accessibility Plan**

The Town of Latchford Multi-Year Accessibility Plan will outline a phased in strategy to prevent and remove barriers and addresses the current and future requirements of the AODA.

The Town of Latchford shall:

- a) Establish, implement, maintain and document a multi-year accessibility plan, which outlines the township's strategy to prevent and remove barriers and meet its requirements under this policy;
- b) Post the accessibility plan on the website and provide the plan in an accessible format upon request;
- c) Prepare and annual status report on the progress of measures taken to implement the strategy; and
- d) Review and update the accessibility plan at least once every five years.

### **Procuring or Acquiring Goods Services or Facilities**

The Town of Latchford will use accessibility criteria and features when procuring or acquiring goods, services or facilities. Except where it is not practicable to do so, in which case, if required, we will provide an explanation.

### **Training**

The Town of Latchford will ensure training is provided to council, employees, volunteers and others who provide goods, services or facilities on behalf of the organization appropriate to their duties on the accessibility standards referred to in Regulation 191/11 and on the Human Rights Code as it pertains to persons with disabilities.

Training will be delivered as soon as practicable if any changes to the policy occur.

The Town of Latchford will keep a record of the training, including the dates on which the training was provided and the number of individuals to whom it is provided to.

### **Information and Communications**

The Township of Latchford will create, provide and receive information and communications in ways that are accessible to people with disabilities.

If the Township determines that it is not technically feasible to convert the information or communications or the technology to convert the information or communication is not readily available, an explanation as to why the information or communications are unconvertible.

### **Emergency Information**

The emergency procedures, plans or public safety information prepared by the Town of Latchford shall be provided in an accessible format or with appropriate communication support as soon as practicable upon request.

### **Feedback**

The Town of Latchford has processes in place for receiving and responding to feedback and will ensure that those processes are provided in an accessible format and with communication support upon request. The public will be notified of the availability of accessible formats and communication supports.

The Town of Latchford shall be obligated to provide or arrange for accessible formats and communication supports for persons with disabilities:

- a) Upon request in a timely manner that considers the accessibility needs.
- b) Costs will be no more than regular costs charged to others.
- c) Consult with the person making the request and determine the suitability of an accessible format or communication supports.
- d) Notify the public about the availability or accessible formats and communications supports.

### **Website Accessibility**

The Town of Latchford shall strive to make their internet website and web content conform with WCAG 2.0 Level A with the intention of increasing to Level AA.

Web Content Accessibility Guidelines" means the World Wide Web Consortium Recommendation, dated December 2008, entitled "Web Content Accessibility Guidelines (WCAG)"

### **Employment Standard**

The employment standards apply in respect to employees but do not apply in respect of volunteers and other non-paid individuals.

### **Recruitment, Assessment or Selection Process**

During a recruitment process, the Town of Latchford shall notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used.

If a selected applicant requests an accommodation, the Town of Latchford (the employer) shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that considers the applicant's accessibility needs due to disability.

When making offers of employment the successful applicant will be notified of the policies for accommodating employees with disabilities.

The Town of Latchford shall inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that consider an employee's accessibility needs due to disability.

### **Accessible formats**

Where an employee with a disability so requests it, the Town of Latchford will consult with the employee to provide or arrange for the provision of accessible formats and communication supports for,

- information that is needed in order to perform the employee's job; and
- information that is generally available to employees in the workplace.

The Town of Latchford will consult with the employee making the request in determining the suitability of an accessible format or communication support.

### **Workplace emergency response information**

The municipality will provide individualized workplace emergency response information to employees with disabilities and persons designated to provide assistance to the employee.

The individualized workplace emergency response information will be provided as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability.

The municipality will review the individualized workplace emergency response information, when the employee moves to a different location in the organization; when the employee's overall accommodations needs or plans are reviewed; and when the employer reviews its general emergency response policies

### **Process for documented individual accommodation plans**

The process for developing individual accommodation plans for employees with disabilities will include the following elements:

1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan.
2. The means by which the employee is assessed on an individual basis.
3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to assist the employer in determining if accommodation can be achieved and, if so, how accommodation can be achieved.
4. The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan.
5. The steps taken to protect the privacy of the employee's personal information.
6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.
7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.
8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.

Individual accommodation plans will:

- a) if requested, include any information regarding accessible formats and communications supports provided
- b) if required, include individualized workplace emergency response information; and
- c) identify any other accommodation that is to be provided

#### **Performance Management, Career Development and Advancement**

The Town of Latchford during performance management, career development and advancement of its employees shall consider the accessibility needs of employees with disabilities, as well as individual accommodation plans.

"Performance management" means activities related to assessing and improving employee performance, productivity and effectiveness, with the goal of facilitating employee success.

"career development and advancement" includes providing additional responsibilities within an employee's current position and the movement of an employee from one job to another in an organization that may be higher in pay, provide greater responsibility or be at a higher level in the organization or any combination of them and, for both additional responsibilities and employee movement, is usually based on merit or seniority, or a combination of them.

## **Design of Public Spaces**

**s**

When constructing new or redeveloping existing public spaces, the municipality will adhere to the applicable requirements under the Design of Public Spaces referred to in the standards and regulation.