

Schedule "A"
To
By-law 2009-39

*Township of South
Frontenac*

"HOW MAY I HELP YOU?"

ACCESSIBLE CUSTOMER SERVICE
BEST PRACTICES AND
PROCEDURES



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Accessible Customer Service at the Township of South Frontenac adheres to the following four key principles:

- **Dignity:** Service is provided in a respectful manner consistent with the needs of the individual.
- **Independence:** Services for persons with disabilities shall support their independence while respecting their right to safety and personal privacy.
- **Integration:** Services allow persons with disabilities to fully benefit from the same services, in the same place and in the same or similar way as other customers.
- **Equal Opportunity:** Service outcome is the same for persons with disabilities as for persons without disabilities.

Accessible customer service can mean many things. Generally, it means understanding that each individual may need a slightly different type of accommodation.

"Township of South Frontenac Premises" shall mean the Township of South Frontenac Administrative Offices located at 4432 George Street, Sydenham and 2490 Keeley Road, Sydenham.

When providing customer service to persons with disabilities, the following procedures and best practices shall be adhered to by Township of South Frontenac employees, volunteers, etc.

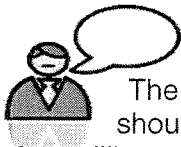
Remember disabilities are not always visible or easy to distinguish.

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 shall be used as applicable to make your communication and interactions with or about people with all types of disabilities more successful.

- Treat persons with disabilities with the same respect and consideration you have for everyone else.
- Patience, optimism and a willingness to find a way to communicate are your best tools.
- 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.
- If you're not sure what to do, ask your customer, "*How may I help you?*"

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..... **A Way with Words**

The following lists a variety of disabilities you may encounter and the practices that should be adhered to when providing customer service. Overall patience, respect and a willingness to find a way to communicate are the best tools while adhering to the principles of dignity, independence, integration and equal opportunity.

Instead of:	Please use:
Afflicted by/suffers from/stricken with/victim of cerebral palsy, multiple sclerosis, arthritis, etc.	Person who has cerebral palsy, multiple sclerosis, arthritis, etc. Person with a disability.
Aged (the)	Seniors
Autistic	A person with autism. A person who has autism.
Birth defect, congenital defect, deformity	A person who has a congenital disability. A person with a disability since birth.
Blind (the), visually impaired (the)	A person who is blind. A person with a vision disability. A person with vision loss. A person with a visual impairment A person with low vision.
Brain damaged	A person with a brain injury. A person with a head injury.
Confined to a wheelchair, wheelchair bound	A person who uses a wheelchair.
Crazy, insane, lunatic, psycho, mental, mental patient, maniac, neurotic, psychotic, unsound mind, schizophrenic	A person with a mental health disability. A person who has depression. A person with schizophrenia.
Cripple, crippled, lame	A person with a disability. A person with mobility impairment or, more specifically, a person who walks with crutches. A person who uses a walker. A person who uses a mobility aid. A person with arthritis, etc.
Deaf (the), hearing impaired (the)	A person who is deaf (person with profound hearing loss who communicates using sign language.) A person who is deafened (deaf later in life.) A person who is hard of hearing (person with hearing loss who communicates primarily by speech.) A person with a hearing loss. When referring to the deaf community and their culture (whose preferred mode of communication is sign language) it is acceptable to use "the Deaf."
Deaf and dumb, deaf mute	A person who is deaf without speech.
Deaf-Blind (the)	Person who is deaf-blind (person who has any combination of visual and auditory impairments.)

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Differently Abled	A person with a disability.
Disabled (the)	People with disabilities.
Elderly (the)	Seniors, older adults.
Epileptic	Person who has epilepsy.
Fits, spells, attacks	Seizures.
Handicapped (the)	Person with a disability. The term handicapped may be used when referring to an environmental or attitudinal barrier as in "a person who is handicapped by a set of stairs leading to the entrance."
Hidden disability	Non-visible disability.
Invalid	Person with a disability.
Learning disabled, learning disordered, the dyslexics	A person with a learning disability or people with learning disabilities
Mentally retarded, idiot, simple, retarded, feeble minded, imbecile	A person with an intellectual disability. A person with a developmental disability.
Midget, Dwarf	A person of short stature. A person who has a form of dwarfism. A little person. A person diagnosed with "Achondroplasia, SED, or what ever their specific diagnosis is", a form of dwarfism.
Mongoloid, Mongolism	Person with Down Syndrome. One can use this terminology only when it is directly relevant. A person with an intellectual or developmental disability.
Normal	Person who is not disabled. Person who is able bodied. Specifically, a person who is sighted, a hearing person, a person who is ambulatory.
Patient	Person with a disability. The word patient may be used when referring to a relationship between and medical professional and a client.
Physically challenged	Person with a physical disability.
Spastic	Person who has muscle spasms.
Stutterer	A person with a speech impairment or impediment.
Visually impaired (the)	A person with a visual impairment. A person with low vision. A person with vision loss. A person with a vision disability.

Best Practices for Accessible Customer Service

Each table below defines a specific category of disability and outlines some best practices and procedures for providing service to your customers. People with disabilities are generally aware they may need some accommodations and will work with you.

Remember to ask, "How may I help you?"

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Hearing Disabilities:

Definition	Best Practices for Customer Service
<ul style="list-style-type: none"> • Deaf – severe to profound hearing loss • Hard of Hearing – a person who uses their residual hearing and speech to communicate • Deafened – caused to hear poorly or not at all 	<ul style="list-style-type: none"> • Attract customer's attention before speaking – gentle touch on the shoulder or wave of your hand • Ask how you can help. Don't shout • Look at and speak directly to your customer • A person who is deaf or hard of hearing may use a sign language interpreter to communicate – always direct your attention to the customer, not the interpreter • Use a pen and paper to write notes back and forth to share information if necessary • Speak clearly, keep your hands and other objects away from your face • Reduce background noise if possible

Deaf-blind Disability:

Definition	Best Practices for Customer Service
<ul style="list-style-type: none"> • Deaf-blindness interferes with communication, learning, orientation and mobility. People who are deaf-blind communicate using various sign language systems. • Cannot see or hear to some degree • Many will be accompanied by a support person who relay information and facilitate auditory and visual information and act as a sighted guide 	<ul style="list-style-type: none"> • Do not assume what a person can or cannot do • A customer who is deaf-blind is likely to explain to you or give you a note as to how to communicate with him/her • Speak directly to your customer, not the support person • Identify yourself to the support person

Intellectual or Developmental Disabilities:

Definition	Best Practices for Customer Service
<ul style="list-style-type: none"> • Intellectual development and capacity that is below average • A person with an intellectual disorder may have difficulty with: understanding spoken or written information; conceptual information; perception of sensory information and memory • Can mildly or profoundly limit ability to learn, communicate, do everyday activities and live independently • May be an invisible disability • They may understand you more than you know. 	<ul style="list-style-type: none"> • Don't assume what customer can or cannot do • Use plain language • Be prepared to explain and provide examples regarding information • Be patient, take your time and verify your understanding • Ask: "Do you understand this?" • Provide one piece of information at a time – step by step instruction in simpler concepts

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Learning Disabilities:

Definition	Best Practices for Customer Service
<ul style="list-style-type: none"> • Affects how person acquires, interprets, retains or takes in information. • In many cases individual has average or above-average intelligence • May result in: <ul style="list-style-type: none"> ○ Difficulties in reading ○ Problem solving ○ Time management ○ Way finding ○ Processing information • Learning disabilities are often invisible and ability to function varies greatly 	<ul style="list-style-type: none"> • Be patient, take your time • Demonstrate a willingness to assist • Speak normally, clearly and directly to your customer • Provide information in a way that works for your customer (i.e. pen and paper) • Be prepared to explain any materials you provide • Respond to any requests for verbal information, assistance in filling in forms and so on with courtesy

Mental Health Disabilities:

Definition	Best Practices for Customer Service
<ul style="list-style-type: none"> • Defined as the absence of psychological well-being and satisfactory adjustment to society • Main types of mental health disabilities are: <ul style="list-style-type: none"> ○ Anxiety ○ Mood ○ Behaviour 	<ul style="list-style-type: none"> • Treat each person as an individual. Ask what would make the customer most comfortable and respect his/her needs to the maximum extent possible. • Be confident and reassuring • Try to reduce stress and anxiety in situations • Do not be confrontational • If the customer is in crisis, ask how best to help • Stay calm and courteous, even if the customer exhibits unusual behaviour, focus on the service they need and how you can help • Don't take things personally

Speech or Language Disabilities:

Definition	Best Practices for Customer Service
<ul style="list-style-type: none"> • Involves the partial or total loss of the ability to speak • May have problems communicating • May be difficult to pronounce words, slurring or stuttering • May use communication boards or other assistive devices 	<ul style="list-style-type: none"> • If possible communicate in a quiet environment • Don't make assumptions • Give whatever time they need to get their point across • Ask questions that can be answered 'yes' or 'no', if possible • Don't interrupt or finish your customer's sentences • May have to use a pen and paper • Verify your understanding • Patience, respect and willingness to find a way to communicate are the best tools

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Physical or Disabilities Affecting Mobility:

Definition	Best Practices for Customer Service
<ul style="list-style-type: none"> • May restrict a person in the following ways: <ul style="list-style-type: none"> ○ Control the speed or coordination of movements ○ Ability to grasp some objects, such as a pen or door knob ○ Ability to move around independently ○ Ability to walk long distances ○ Ability to sit or stand for prolonged periods • Can be present at birth, result from disease, injury or temporarily 	<ul style="list-style-type: none"> • Speak directly to the customer • Ask before you help • Respect personal space • Wheelchairs and other mobility devices are part of a person's personal space, don't touch, move or lean on them • Describe what you are going to do beforehand • Don't leave your customer in an awkward, dangerous or undignified position • Provide your customer with information regarding the accessible features of the immediate area i.e. automatic doors, accessible washrooms. • Keep ramps and corridors free of clutter • If a counter top is too high or wide, step around it to provide service • Provide seating for those that cannot stand in line

Vision Disabilities:

Definitions	Best Practices for Customer Service
<ul style="list-style-type: none"> • Most individuals who are legally blind have some remaining vision – very few are totally blind • Low or no vision can restrict ability to read signs, locate landmarks, or see hazards • May use guide dog or white cane • May need to view written documents in large print, or with help of magnifier 	<ul style="list-style-type: none"> • Don't assume customer can't see you • Speak clearly and directly to customer • If you offer assistance, wait until you receive permission • Offer your elbow to guide • If they accept, walk slowly, wait for permission • Identify landmarks or other details to orient your customer to the surroundings • Be precise and descriptive with information • Don't leave customer without telling them • Don't touch or address service animals

When serving customers with disabilities on the phone:

Best Practices for Customer Service
<ul style="list-style-type: none"> • Speak clearly and directly. • Don't worry about how their voice sounds. Concentrate on what's being said. • Be patient, don't interrupt and don't finish your customer's sentences. Give your customer time to explain him/herself. • Don't try to guess what your customer is saying. If you don't understand, just ask again. • If you're not certain what was said, just repeat or rephrase what you've heard. • If a telephone customer is using an interpreter or a TTY line, just speak normally to the customer, not to the interpreter.

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- If your customer has great difficulty communicating, make arrangements to call back when it's convenient to speak with someone else.

ASSISTIVE DEVICES

Assistive devices are used by persons with disabilities to help with daily living, they include a broad range of products for example wheelchairs, walkers, white canes, oxygen tanks, portable chalk boards and electronic communication devices that people may bring to County premises.

The following assistive devices are available at Township of South Frontenac premises:

- Accessible Telephone Service:



If enquiries for telephone services are received for a person with hearing impairment, the customer shall be referred to Bell Canada. The Township does not have TTY equipment.

The Bell Relay Service operator is available to assist in placing or receiving calls to/from persons who use a teletypewriter/TTY. The operator will also assist in placing VCO (Voice Carry Over) and HCO (Hearing Carry Over) calls. VCO mode allows a person with a hearing disability to speak directly to the other party. HCO mode allows a person with a speech disability to hear the other party. There is no charge for local calls.

- Electronic Door Openers Locations:

Township of South Frontenac Administrative Office – main entrance

- Accessible Parking:



The accessible parking spaces for Township premises should be connected to a barrier-free path of travel and marked by an identifying marking consisting of the International Symbol for the disabled

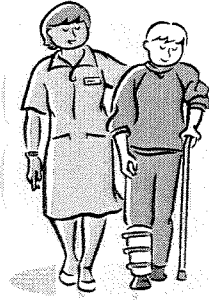
Accessible parking spaces shall be cleared of snow as soon as practicable.

- Accessible Meetings

Teleconference capability is available at the Township of South Frontenac premises and shall be arranged by the meeting organizer as required for those who require it in order to participate in a meeting.

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SERVICE ANIMALS AND SUPPORT PERSONS



NOTE: The care and supervision of the service animal is solely the responsibility of the owner. The owner is responsible for clean up after the animal.

NOTE: Support people, such as an intervenor, sign language interpreter or as a Personal Support Worker assist persons with disabilities in a variety

of ways. A support person may also be a friend or relative that will assist and support the customer.

- Every employee shall use reasonable efforts to allow persons with disabilities to use their own assistive devices to access goods and/or services on Township of South Frontenac premises.
- Every employee shall allow persons with disabilities to be accompanied by their service animal except in areas where food preparation is being undertaken or as otherwise disallowed by law. Where an animal is excluded by law from the premises, the reason why the animal is excluded shall be explained to the person with the disability. Other reasonable arrangements to provide goods and services shall be explored with the assistance of the person with the disability to enable the person with the disability to access, use or benefit from the Township's goods or services, including but not limited to:
 - Alternate meeting format such as teleconference where technology permits;
 - Deliver goods and services at an alternate location or time as permitted;
 - Any other assistive measure that is available to deliver a good or service to ensure an equal outcome.
- When a service animal is unruly or disruptive (jumping on people, biting or other harmful behaviour) an employee may ask the person with the disability to remove the animal from the area or refuse access to goods or services. Other reasonable arrangements to provide goods or services shall be explored with the assistance of the person with the disability.
- Any person requiring the use of a service animal or accompanied by his/her support person shall not be required to pay a fee to enter the Township of South Frontenac premises to access, use or benefit from goods and/or services.
- Employees shall not pet, touch, feed or startle a service animal. Employees shall provide information to a customer with a service animal as to the location of fresh water for the service animal and where service animals may be walked to relieve themselves.
- In the case of an emergency, emergency personnel should be made aware that there is a service animal on the premises. Every effort should be made to keep the animal with its owner. It may be necessary to leave the animal behind in certain disaster situations.

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- If an employee has a disabling condition that involves an allergic reaction to a service animal, he/she shall make his/her immediate supervisor aware of the condition. The supervisor shall take the most appropriate action to ensure that the needs of both the employee and the customer are met in an efficient manner.

NOTICE OF SERVICE DISRUPTIONS

It is possible that from time to time there will be disruptions in service, such as renovations that limit access to an area, or technology that is temporarily unavailable. If a disruption in service is planned, and expected, it is important to provide reasonable notice. It shall be the responsibility of the Departmental Manager to ensure that notice is given in accordance with the Township's Customer Service Standard Policy using the appropriate form Notice of Service Disruption.

Remember persons with disabilities may often go to a lot of trouble to access services such as arranging transportation.

It is important to recognize that there are available internal & external resources for you to use to assist you in delivering services to persons with disabilities:

- Review the Customer Service Policy.
- Speak to your Supervisor or Manager or Department Head if you are unsure how to address a customer service situation

TRAINING

It shall be the responsibility of the Clerk's Department to provide Accessible Customer Service Training and information to Township staff.

FEEDBACK

The Clerk's Department will refer any feedback received from a person with a disability regarding the Township's accessible customer service policy or procedures to the appropriate department for comment. The Clerk's Office will respond either in writing, in person, email or telephone acknowledging receipt of the feedback and will forward the response to any feedback.

TEMPLATES OF FORMS

- Schedule A: Notice – Scheduled Service Disruption
- Schedule B: Notice – Unexpected Service Disruption
- Schedule C: Form - Training Record
- Schedule D: Form – Customer Feedback

*Township of
South Frontenac*

NOTICE OF SCHEDULED SERVICE DISRUPTION

There will be a scheduled service disruption at the Township of South Frontenac (*specify what building/area of Township premises are affected*).

The disruption will be from (date and time) until (date and time) .

The disruption includes:

- (provide details of the equipment, technology, etc. disrupted)

Alternative facilities or services available during the disruption:

- (provide a description of alternative facilities or services, if available)

On behalf of the Township of South Frontenac, thank you for your patience during this service disruption.

Wayne Orr, CAO/Clerk
Township of South Frontenac
(613) 376-3027

*Township of South
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**NOTICE OF UNEXPECTED SERVICE
DISRUPTION**

There is currently an unexpected service disruption at the Township of South Frontenac (*specify what building/area of County premises are affected*).

The estimated time of the service disruption will be from _____ (date and time) until _____ (date and time).

The disruption includes:

- _____ (provide details of the facility, equipment, technology, etc. disrupted)

Alternative facilities or services available during the disruption:

- _____ (provide a description of alternative facilities or services, if available)

On behalf of the Township of South Frontenac, thank you for your patience during this unexpected service disruption.

Wayne Orr, CAO/Clerk
Township of South Frontenac
(613) 376-3027

*Township of South
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OFFICE OF THE TOWNSHIP CLERK

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E-Mail:
sworr@township.southfrontenac.on.ca
website:
www.township.southfrontenac.on.ca

ACCESSIBLE CUSTOMER SERVICE FEEDBACK FORM

Thank you for visiting the Township of South Frontenac. We value all of our customers and strive to meet everyone's needs.

Please tell us the date and time of your visit: _____

Did we respond to your customer service needs during your visit? YES NO

Did you have any problems accessing our goods or services?

YES (please explain below)

SOMEWHAT (please explain below)

NO

Please add any other comments you may have:

Contact Information (Optional):
