

8. Provide notice when facilities or services that people with disabilities rely on to access or use your goods or services are temporarily disrupted.

9. Train staff, volunteers, contractors and any other people who interact with the public or other third parties on your behalf on a number of topics as outlined in the customer service standard.

10. Train staff, volunteers, contractors and any other people who are involved in developing your policies, practices and procedures on the provision of goods or services on a number of topics as outlined in the customer service standard.

11. Establish a process for people to provide feedback on how you provide goods or services to people with disabilities and how you will respond to any feedback and take action on any complaints. Make the information about your feedback process readily available to the public.

Please note: This document is for information purposes only. This is not legal advice and should be read together with the official language of the standard. To view the official wording of the regulation, go to www.e-laws.gov.on.ca and click on “Current Consolidated Law” to do a keyword search for “429/07”).

For more information or to get this document in an alternate format, contact:

The Corporation of the City of Cornwall
Clerk’s Department
360 Pitt Street
Cornwall, Ontario K6J 3P9

613-932-6252 Phone
613-933-1860 Fax
mpoirier@cornwall.ca or
jmalyon@cornwall.ca
www.cornwall.ca Website

Where to find Ontario’s Accessible Customer Service Information



www.AccessON.ca



Ministry of Community and Social Services
Accessibility Directorate’s Office
www.mcsc.gov.on.ca/mcss/english/pillars/accessibilityOntario/

Retail Council of Canada
www.retailcouncil.org/storeops/howmayihelpeyou.asp



Accessible Customer Service

The Corporation of the City of Cornwall’s mission is to achieve growth and prosperity and an improvement in the quality of life for the City and the citizens of Cornwall.



Accessible Customer Service

Legislation

The Accessibility Standards for Customer Service, Ontario Regulation 429/07 was created under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA).

The Standard 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 in Ontario.

The Standard applies to:

- Designated public sector organizations (compliance deadline January 1, 2010); and
- Every other person or organization that provides goods or services to the public or to other organizations (third parties) and that has one or more employees in Ontario (compliance deadline January 1, 2012).

Key Principles

- Dignity
- Independence
- Integration
- Equality

Obligations

Our Municipality → is obligated by legislation to provide accessible customer service and is committed to creating an excellent customer experience to all our stakeholders.

If your Business → has been contracted by this municipality:

Your Business → agrees that, prior to the commencement of any work under agreement with our municipality, the Contractor shall declare that it has read, understands and complies with the Accessible Customer Service, Ontario Regulation 429/07.

Our Municipality → thanks you in advance for joining us in providing excellent Accessible Customer Service throughout our community.

Accessible Customer Service

This document outlines what you must do to ensure you are providing accessible customer service to people with various kinds of disabilities. The following is a summary of requirements:

1. Establish policies, practices and procedures on providing goods or services to people with disabilities.

2. Use reasonable efforts to ensure that your policies, practices and procedures are consistent with the core principles of independence, dignity, integration and equality of opportunity.

3. Set a policy on allowing people to use their own personal assistive devices to access your goods and use your services and about any other measures your organization offers (assistive devices, services or methods) to enable them to access your goods and use your services.

4. Communicate with a person with a disability in a manner that takes into account his or her disability.

5. Allow people with disabilities to be accompanied by their guide dog or service animal in those areas of the premises you own or operate that are open to the public, unless the animal is excluded by another law. If a service animal is excluded by law, use other measures to provide services to the person with a disability.

6. Permit people with disabilities who use a support person to bring that person with them while accessing goods or services in premises open to the public or third parties.

7. Where admission fees are charged, provide notice ahead of time on what admission, if any, would be charged for a support person of a person with a disability.