

**THE CORPORATION OF THE
TOWNSHIP
OF
ATHENS**



**ACCESSIBILITY STANDARD FOR
CUSTOMER SERVICE
PLAN**

NOVEMBER, 2014

This publication can be made available in alternative formats

ACCESSIBLE CUSTOMER SERVICE PLAN

Providing Goods and Services to People with Disabilities.

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

Assistive devices

We will ensure that our staff are 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 and 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 and fees will not be charged for support persons for admission to Township of Athens premises. We will notify customers of this by posting a notice on our website and at locations hosting paid events.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities the Township of Athens 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 made publicly available at the location of the event as well as on the Township website.

Training

The Township of Athens will provide accessible customer service 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.

Employees, volunteers will be trained on Accessible Customer Service within a reasonable time frame after being hired or appointed.

Training will include

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- The Township of Athens 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 goods or services to people with disabilities, where applicable
- What to do if a person with a disability is having difficulty in accessing the Township of Athens goods and services

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

Feedback process

Customers who wish to provide feedback on the way the Township of Athens provides goods and services to people with disabilities can provide feedback by contacting:

Darlene Noonan, Chief Administrative Officer
The Corporation of the Township of Athens
P.O. Box 189, 1 Main Street West
Athens ON K0E 1B0
Phone: 613-924-2044 – Fax: 613-924-2091 – email: athens@myhighspeed.ca

All feedback, including complaints will be handled by receiving, reviewing, identifying area or nature of feedback/complaint, prepare and send a reply. Customers can expect to hear back within ten (10) days.

Notice of availability

The Township of Athens will notify the public that our documents related to accessible customer service, are available upon request by posting a notice on the Township website.

Modifications to this or other policies

Any policy, practice or procedure of the Township of Athens that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.