

The Corporation of the City of Clarence-Rockland

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| Accessible Customer Service Policy | | | |
| Code | POL5000.4-2603 | | |
| Jurisdiction | Clerk's Office | | |
| Approved by | RES2026-20 | Date | 2026-03-12 |

1. Policy Statement

The City of Clarence-Rockland is committed to providing accessible customer service in a manner that respects the dignity, independence, integration, and equal opportunity of all individuals. This includes ensuring that people with disabilities have equitable access to our services, programs, and facilities.

The City will meet its obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Integrated Accessibility Standards Regulation (IASR, Ontario Regulation 191/11).

2. Purpose/Objective

This policy establishes guidelines for providing accessible customer service to persons with disabilities. It ensures compliance with the IASR's Customer Service Standard and outlines expectations for staff, volunteers, and third-party service providers.

3. Definitions

- 3.1. "Assistive Device" means any device used to maintain or improve a person's ability to function, including, but not limited to, wheelchairs, screen readers, hearing aids, walkers, or other adaptive technologies.
- 3.2. "Disability" means as defined in the Ontario Human Rights Code, including physical, mental, developmental, learning, and sensory disabilities, as well as conditions for which WSIB benefits were received.
- 3.3. "Employees" means all City staff, volunteers, contractors, and individuals who provide services on behalf of the City.
- 3.4. "Service Animal" means an animal that is readily identifiable as

assisting a person with a disability, or for which the person provides documentation from a regulated health professional confirming its necessity.

- 3.5. "Support Persons" means an individual who accompanies a person with a disability to assist with communication, mobility, personal care, medical needs, or access to goods or services.

4. Scope

This policy applies to all City employees, volunteers, contractors, and any third party who interact with the public on behalf of the City.

5. Policy/Procedure

5.1. Assistive devices

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

5.2. Communications and Accessible Formats

Employees will communicate with people with disabilities in a manner that considers their needs.

Upon request, the City will provide or arrange for accessible formats and communication supports in consultation with the requestor, at no additional cost.

5.3. Service Animals

People with disabilities may bring service animals into areas of City facilities open to the public.

If service animals are restricted by law, the City will provide alternative arrangements to ensure access to services.

In cases of conflicting needs (e.g., allergies), the City will make every reasonable effort to accommodate all individuals.

5.4. Support Persons

Persons with disabilities may be accompanied by a support person and will not be denied access to their support person at any time.

If a fee is required for a support person's attendance at a City facility or event, notice will be provided in advance through the City's website or other appropriate channels.

The City may require a person with a disability to be accompanied by a support person only when necessary to protect the health or safety of the individual or others. No fee will be charged in such cases.

5.5. Notice of Temporary Disruptions

If a temporary disruption affects services or facilities used by people with disabilities, the City will provide public notice including:

- Reason for the disruption
- Expected duration
- Description of alternative services or facilities (if available)

Notices will be posted at the location of the disruption and on the City's website. Notices may be published via the Bciti+ Citizen Portal and road closure notices are generally available via Municipal 511.

5.6. Training

The City will provide training to:

- All employees
- Volunteers
- Third-party contractors who interact with the public
- Those involved in developing policies or procedures

Training will include:

- AODA and IASR requirements
- Providing accessible customer service
- Interacting with persons using assistive devices, service animals, or support persons
- Handling accessibility-related feedback
- Understanding barriers and promoting accessible interactions

Training will be provided as soon as practicable and refreshed when policies or procedures change. Training records will be maintained.

5.7. Feedback Process

The City welcomes feedback regarding accessibility.

- Feedback may be provided:
- In person
- By telephone
- In writing or email
- Online via the City’s website
- Through alternative formats upon request

All feedback will be acknowledged and forwarded to the appropriate department for review and action.

5.8. Availability of Documents

This policy and related documents will be available to the public on the City’s website and in accessible formats upon request.

5.9. Modifications and Contradictions to Existing Policies

Any City policy that does not support the dignity, independence, integration, and equal opportunity of persons with disabilities will be modified or removed to ensure compliance with this standard.

6. Responsibility

The Clerk’s Office shall be responsible for reviewing this policy and seeking Council’s consideration and approval for any recommended amendments.

7. Review and Amendments

The policy shall be reviewed every three (3) years, or sooner if required by legislative changes or organizational needs.

| Previous Code | Reviewed /Modified | Date (YYYY-MM-DD) | Updated by (employee name and title) | Authority (by-law, resolution or signature) |
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| ADM2018-02 | Modified | 2026-01-30 | Monique Ouellet, Clerk | RES2026-20 |

| Previous Code | Reviewed /Modified | Date (YYYY-MM-DD) | Updated by (employee name and title) | Authority (by-law, resolution or signature) |
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