



Policy:	Accessible Customer Service Policy
Main Contact:	Treasurer/Director of Finance and Client Services
Last Revision:	New Policy - 2024

[Policy Statement](#)

[Purpose](#)

[Definitions](#)

[Policy Requirements](#)

[Authority](#)

[Monitoring](#)

[Contact](#)

Policy Statement

The Corporation of the Town of Renfrew delivers services that are focused on the customer. We are committed to providing excellent customer service in every aspect of our business. Municipal employees should be trained, equipped, and supported in meeting those customer service expectations. Likewise, citizens must have access to the information that aligns their expectations with the realities of municipal services. A positive customer service culture is part of the Town of Renfrew brand. The message is simple: treat people how they would like to be treated.

Purpose

Customer service, delivering the best possible customer experience, is the most important aspect of our roles as public servants and should be top of mind in all the work we do as municipal employees. By creating a philosophy and guideline for all staff to lean on, we can excel at delivering high quality service and at understanding the needs of our customers. It is important that we always ensure that we are making the upmost effort to leave our residents feeling and knowing that their local government cares about them. Customer service is about treating each resident with respect, and in a courteous and solutions-oriented manner, while remembering that we are here to serve. This policy is to provide general guidelines as to the level of customer service expected from the Town of Renfrew staff to supply the most efficient and effective service delivery.



Definitions

In this policy, the following terms have the meanings set out below:

“Alternative Service” means a service generally intended to be temporary that approaches the desired result until such time as the barrier is removed or an equivalent service is put in place;

“Assisted Device” means an auxiliary aid such as communication aids, cognition aids, personal mobility aids and medical aids (i.e. canes, crutches, wheelchairs, or hearing aids);

“Disability” means the same as the definition of disability found in the Ontario Human Rights Code;

“CAO” -means the Chief Administrative Officer (CAO) or designate;

“Department Head” includes managers or their designate;

“Employee” means the employees of the Township;

“Support Animal” means an animal for a person with disability if:

(a) the animal can be readily identified as one that is being used by the person for reasons relating to the person’s disability, as a result of visual indicators such as the vest or harness worn by the animal; or

(b) the person provides documentation from one of the following regulated health professionals as listed in Section 80.45 (4) (b) of the Integrated Accessibility Standards, Ontario Regulation 191/22, confirming that the person requires the animal for reasons relating to the disability;

“Support Person” means another person who accompanies them in order to help with communication, mobility, personal care, or medical needs or with access to goods, services, or facilities. Support persons may be employed by a person with a disability to provide assistance to them in the form of communication, mobility, personal care, or medical needs, or with access to the receipt of goods or services. Support persons may be a paid professional, a volunteer, a family member, or friend of the person with a disability.

“Town” means the Town of Renfrew;



Policy Requirements

1.0 Policies Practices and Procedures

1.1 Goods or services will be provided in a manner that respects the dignity and independence of persons with disabilities;

1.2 Persons with disabilities will be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services;

1.3 The Town will communicate with people with disabilities in ways that consider their disability including accessible notifications and response to questions;

1.4 That the Town employees will be trained to communicate, provide appropriate assistance and services in a manner that considers the person's disability;

1.5 Where fees for goods and services are advertised or promoted by the Town, it will provide advance notice of the amount payable, with no additional charge, in respect of the support person.

2.0 Notice of Temporary Disruptions

The Town 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.

3.0 Use of Assistive Devices, Support Persons, and Support Animals

3.1 The Town will provide customers with assistance in the use of assistive devices.

3.2 Support persons and/or support animals may accompany a person with disabilities in the access of goods and services.

4.0 Documentation

4.1 When required by Regulation, any documentation requested by a person with a disability shall be given in a format that considers the person's disability upon request.

5.0 Training

5.1 Town training will include the following:

- a) The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard;



- b) How to provide goods and services in a manner that respects the dignity and independence of persons with disabilities;
- c) How to interact and communicate with persons in a manner that considers their disabilities;
- d) The process for people to provide feedback to the Town about its' provision of goods and services to persons with disabilities, and how the Town responds to the feedback and acts on any complaint;
- e) How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog service animal or a support person to access goods and services.

6.0 Feedback Process:

The Town shall establish a process for receiving and responding to feedback about the manner in which it provides goods and services to persons with disabilities and shall make information about the process readily available to the public.

Authority

Ontario Regulation 429/07 of the Accessibility for Ontarians with Disabilities Act, 2005 sets out requirements for Municipalities to establish a policy for governing provisions of its goods and services to people with disabilities.

Monitoring

The Treasurer is responsible for ensuring compliance with this policy.



Contacts

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Change History

Policy Name	Effective Date	Significant Changes	By-law No.
Accessible Customer Service Policy	May 14, 2024		45-2024