ACCESSIBLE CUSTOMER SERVICE POLICY

Providing Goods and Services to People with Disabilities

Our Commitment

The County of Lennox and Addington strives at all times to provide its goods and services in a way that respects the dignity and independence of all people. The County of Lennox and Addington is also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

Providing Goods and Services to People with Disabilities

The County of Lennox and Addington will provide goods and services to people with disabilities, with particular consideration of the following areas:

Communication

The County of Lennox and Addington will communicate with people with disabilities in ways that take into account their disability. Staff who communicate with customers will be trained on how to interact and communicate with people with various types of disabilities.

The County of Lennox and Addington is committed to providing fully accessible telephone service to our customers. Staff will be trained to communicate with customers over the telephone in clear and plain language, to speak clearly and slowly and to tailor their responses as much as possible in support of the individual.

The County of Lennox and Addington will offer to communicate with customers by other means, including relay service or e-mail, if telephone communication is not suitable to their communication needs or is not available.

Assistive Devices

The County of Lennox and Addington is committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. Staff will be trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

The County of Lennox and Addington will also ensure that staff know how to use the assistive devices which are available on our premises, including electronic door openers and elevators.

Billing

The County of Lennox and Addington is committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in large print or by e-mail, upon request.

Any questions customers may have about the content of the invoice will be answered in person, by telephone or e-mail.

Use of Service Animals and Support Persons

The County of Lennox and Addington is committed to welcoming people with disabilities who are accompanied by a service animal, in the areas of our premises that are open to the public and other third parties. All staff, volunteers and others dealing with the public will be properly trained in how to interact with people with disabilities who are accompanied by a service animal.

The County of Lennox and Addington is committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter the County of Lennox and Addington's buildings with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on County premises.

No admission will be charged to the support person for admission to the County of Lennox and Addington Museum. Customers will be informed of this by a notice that will be posted in the County of Lennox and Addington Museum and on the County of Lennox and Addington's website.

Notice of Temporary Disruption

The County of Lennox and Addington 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. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. The notice will be placed at all public entrances and service counters on our premises.

Training

The County of Lennox and Addington will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures. Members of County Council, as well as all staff of the County of Lennox and Addington will receive this training.

The accessible customer service training will be provided during orientation, in a timely manner after staff commence their duties.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of 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 automatic door openers and elevators available at the County of Lennox and Addington's premises
- What to do if a person with a disability is having difficulty in accessing the County of Lennox and Addington's goods and services
- The County of Lennox and Addington's policies, practices and procedures relating to the customer service standard.

Staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

Feedback Process

The ultimate goal of the County of Lennox and Addington is to meet and surpass customer expectations while serving all people, including those with disabilities. Comments regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way the County of Lennox and Addington provides goods and services to people with disabilities can be made by using a feedback form, by mail, e-mail, or verbally. All feedback should be directed to the Deputy Clerk. Customers can expect a response within thirty (30) days.

Modifications to This or Other Policies

The County of Lennox and Addington is committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.

Any policy of the County of Lennox and Addington that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Questions About This Policy

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, inquiries should be referred to the Deputy Clerk of the County of Lennox and Addington.

county of
Lennox & Addington

ACCESSIBLE CUSTOMER SERVICE FEEDBACK FORM

Providing Goods and Services to People with Disabilities

Thank you for visiting the County of Lennox and Addington. We value all of our customers and strive to meet everyone's needs.

Please tell us the date and time of your visit:

Staff Member, Department or Service Location you visited:

Did we respond to your customer service needs today? ❑ YES ❑ NO

Was our customer service provided to you in an accessible manner?
❑ YES ❑ SOMEWHAT ❑ NO (please explain below)

Did you have any problems accessing our goods and services?
❑ YES (please explain below) ❑ SOMEWHAT (please explain below)
❑ NO

Please add any other comments you may have:

Contact information (optional):

97 Thomas Street East, Napanee, ON K7R 4B9
Phone: 613-354-4883 Fax: 613-354-3112 www.lennox-addington.on.ca