

Section # 7 Accessibility Compliance Form for Vendors/Contractors

I, understand, in submitting the Accessibility Compliance form (hereinafter "form")
to: **The Township of Selwyn**

For: **Confirmation of Accessibility Compliance**

do hereby make the following statements that I certify to be true and complete in every respect:

I certify, on behalf of _____

Company Name (hereinafter "Company")

that: _____

Company Mailing Address (including Postal Code)

1. I have read and I understand the content of this Certificate;
2. I understand that if this Certificate is found not to be true and complete in every respect, the Township has the authority to discontinue the services of the company.
3. I am authorized by the company to sign this Certificate, and to submit it on behalf of the company;
4. I/We acknowledge that as a vendor of the Township of Selwyn we are bound to comply with all accessibility standards under the Accessibility for Ontarians with disabilities Act, 2005 as amended from time to time.
5. I/We declare that I/We have read, understand and will meet or exceed all enacted accessibility standards as amended from time to time
6. I/We further declare that I/We undertake to ensure all employees, agents, volunteers, and sub-contractors hired by us in completion of our work will also comply with the above standards. This will include any new employees in the future.

(Printed Name and Signature of Authorized Agent or Bidder)

(Position Title) (Date)

(Email Contact Information)

(Telephone and Fax Contact Information)



Understanding Accessible Customer Service



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- Support persons are non-participants and allowed free admission to the Township of Selwyn services being accessed by the person with a disability whom they are accompanying.
- Speak directly to the customer, not the support person.

Section # 5 What happens when for some reason we cannot serve a person with a disability?

It is possible that from time to time there will be disruptions in services, such as an elevator under repair, renovations that limit access to an area or technology that is temporary unavailable. If a disruption in service is planned and expected, it is important to provide reasonable notice.

People with disabilities may often go to a lot of trouble to access services, such as booking transit or arranging a ride. By providing advanced notice, you can save that person an unnecessary trip. Notice can be provided on the township's website, by telephone or in writing.

In the event of an unexpected disruption in services, provide notice in a various of ways and as quickly as possible. Consider offering alternative methods of services while informing those that may be impacted personally.

Section # 6 Additional Resources

Selwyn Accessible Customer Service Standards Policy
(available online or by request)
www.selywntownship.ca

AccessON: For videos posters, legislations

www.AccessON.ca

www.AccessON.ca/compliance

Accessibility for Ontarians with disabilities

www.mcass.gov.on.ca/mcass/english/pillars/accessibilityOntario

2. Now let's take some time to understand how you should interact with persons with disabilities who may use one or more of these assistive options. 9

Customers using **Assistive Equipment**:

- It is inappropriate to lean on or reach over them.
- The person is permitted to enter the premises with the device and to utilize the device unless excluded by law.
- Potential barriers to the use of assistive devices must be removed where possible.
- Ensure persons with disabilities are aware of assistive devices available on our premises.
- Assistive devices must be offered in a manner that respects the person's dignity and independence.

Customers with **Service Animals**:

- Service animals are allowed anywhere customers normally have access.
- The customer is responsible for the care and supervision of the service animal.
- Avoid talking to, touching, or making eye contact with the service animal.
- The customer is permitted to keep the animal with him or her unless the animal is excluded by law or not permitted in the Township of Selwyn, as regulated in the Township of Selwyn, Organizational Policy Section 8.2- Accessible Customer Service.
- If an employee has a severe allergy to a service animal, the employee will explain the situation to the customer with the service animal or ask another employee for assistance to ensure that the customer is provided access to goods and/or services.

Customers with **Support Persons**:

- Both persons are permitted to enter the premises together.
- The person with a disability must not be prevented from having access to their support person while on the premises.
- Consent is required if confidential information is going to be shared while support person is present.

Introduction 8

In addition to providing information for employees of the Township, this booklet has been developed to assist contractors/vendors to become compliant with the Accessibility legislation that came into effect January 1, 2010. The legislation states that contractors, vendors, and individuals 8 the Township of Selwyn has contracted to provide goods or services must ensure that their employees are trained on providing accessible customer service. Training is as simple as reading through this booklet.

Once contractors/vendors have trained their staff, they'll be considered compliant by the Township of Selwyn after they have completed and returned the "Accessibility Compliance Form" found on the last page.

Completed forms can be sent to the attention of Kim Berry at the Township of Selwyn.

Feedback

The Township of Selwyn welcomes any comments on the provision of goods or services to people with disabilities.

Please send comments to:

Email: twssel@nexicom.net

Telephone: (705) 292-9507

Township of Selwyn

1310 Centre Line,
Selwyn, ON

Mailing Address:
Township of Selwyn
P.O Box 270
Bridgenorth, ON K0L2H0

Section # 1 Background

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The Accessibility of Ontarians with Disabilities Act, 2005 is an important piece of Provincial legislation intended to ensure the provision of accessible goods and services to all Ontarians. It is the first of its kind in Canada.

People with disabilities should have the same kind of opportunities as everyone else. They should be able to do the things that most of us take for granted – go to work or school, shopping, taking in a movie or eating out.

That's the goal of Ontario's legislation. Businesses and organizations who provide goods and services to people in Ontario must meet certain accessibility standards in five important areas: customer service, transportation, information and communications, built environment and employment.

Section # 4
interact with
use assistive
service
support



How should I
persons with
disabilities who
equipment, the
assistance of a
animal or a

person

1. Let's understand what the different assistive options are:

Assistive Equipment

- Devices that people may bring with them or that are already on the premises and are used to assist persons with disabilities in carrying out activities or in accessing the services provided by the Township of Selwyn.
- Assistive devices include, but are not limited to, wheelchairs, walkers, white canes, walking canes, note taking devices, portable magnifiers, recording machines, assistive listening devices, personal oxygen tanks and devices for grasping.

Service Animal

- An animal which is specially trained to assist an individual with disabilities.
- An animal is a “Service Animal” if it is readily apparent that the animal is used by the person with a disability for reasons relating to his or her disability, for example a guide dog wearing a harness.
- If it is not readily apparent that the animal is a Service Animal, then a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability may be requested.

Support Person

- In relation to a person with a disability, another person who accompanies him or her in order to help with communications, mobility personal care or medical needs or with access to good or services is considered a Support Person.
- May be a paid professional, a volunteer, a family member or a friend.

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Vision Disabilities:

Definition:	Tips for serving customers:
• Most individuals who are legally blind have some remaining vision – very few are totally blind. • Low or no vision can restrict ability to read signs, locate landmarks, or see hazards. • May use a guide dog or white cane. • May need to view written documents in large print or with help of magnifier	• Don’t assume the customer cannot see you • Speak directly to your customer • Offer your elbow to guide • If they accept, walk slowly, wait for permission • Identify landmarks • Be precise and descriptive with information • Don’t leave the customer
Respectful Language	Out-dated Language
Blind, Person who is blind	Invalid, handicapped

Hearing Disabilities:

Definition:	Tips for serving customers:
• Hearing Impaired: severe to profound hearing loss, hears poorly or not at all • Hard of Hearing: a person who uses their residual hearing and speech to communicate	• Attract customer’s attention before speaking – lightly touch their shoulder or wave your hand. • Look directly at the person • May have to use pen and paper • Speak clearly, keep your hands away from your face • Reduce background noise • Ensure appropriate lighting
Respectful Language	Out-dated Language
Hearing Impaired Hard-of-Hearing	Deaf

Deafblind Disability:

Definition:	Tips for serving customers:
• Cannot see or hear to some degree • Many will be accompanied by a support person	• Speak directly to the customer, not the support person • Identify yourself to the support

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Section # 2 What is Accessible Customer Service?

Accessible customer service can mean many things. It is understanding that each individual may need different types of accommodations.

For example, a person who is blind may need to have information read aloud to them; an individual with a learning disability may need to have instructions written down; and someone who uses a wheelchair may need help in finding a route they can use.

Section # 3 How Can I Help You?

Always start with the person first. Focus on assisting the “person with a disability,” rather than a “disabled person”. In any interaction it means addressing the person’s service needs, rather than focusing on the disability.

Take some time to understand what some of the various disabilities involve- but do not jump to conclusions. Each person and each disability is different, but it can be helpful to know how to best communicate, interact and assist people with disabilities.

Most importantly, relax! People with disabilities are generally aware they may need some accommodations and will work with you. Just remember to ask how you can help.

Note: The suggested “respected language” and “out-dated language” examples are guidelines around terminology as opposed to rules. What is acceptable for some might not be for others. Remember that if you are not sure, just ask!

Each table below defines a specific category of disability and outlines some tips to help you provide service to your customers.

Intellectual or Development Disabilities:

Definition:	Tips for serving customers:
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• Intellectual development and capacity that is below average • Can mildly or profoundly limit ability to learn, communicate, do everyday activities and live independently • May be an invisible disability • They may understand you more than you realize	• Don’t assume what the customer can do or cannot do • Use plain language • Take your time, be patient • Ask, “Do you understand this?” • Provide one piece of information at a time. Step-by-step instructions • Offer information in simpler
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Learning Disabilities:

Definition:	Tips for serving customers:
• Affects how a person acquires, interprets, retains or takes in information • In many case, the individual has average or above-average intelligence • May affect: - Language based learning - Mathematics - Writing, fine motor skills	• Take some time, be patient • Demonstrate a willingness to assist • Speak normally, clearly and directly to your customer • Provide information in a way that works for your customer (i.e. Pen and paper) • Be prepared to explain any material you provide
Respectful Language	Out-dated Language
Learning disability	Retarded, slow, idiot, brain damaged, special-ed

Mental Health Disabilities:

Definition:	Tips for serving customers:
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• Defined as the absence of psychological wellbeing and satisfactory adjustments to society • Some common features of mental health disabilities are: - Phobias, panic attacks - Hallucinations - Mood swings - Bipolar disorder (depression and manic phases)	• Treat your customer with respect and consideration • Be confident and reassuring • Do not be confrontational • If the customer is in a crisis, ask how best to help • Take the customer seriously • Don't take personal things
Respectful Language	Out-Dated Language
Mental Health Disability	Crazy, insane, wacko, nuts, hyper-sensitive

Speech or Language Disabilities:

Definition:	Tips for serving customers:
• May have problems communicating • May find it difficult to pronounce words • May slur or stutter • May use communications boards or other assistive devices	• Don't make assumptions • Give whatever time they need to get their point across • Ask questions that can be answered with "yes" or "no" if possible • Don't interpret or finish your customers sentences • May have to use a pen and paper • Say: "I don't understand, can you repeat that?"
Respectful Language	Out-dated Language
Speech Impediment	Stupid, slow

Physical or Disabilities Affecting Mobility:

Definition:	Tips for serving customers:
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• May restrict a person in the following ways: - Control or speed of movement - Coordination and balance - Ability to grasp objects - Ability to walk long distances - Ability to sit or stand prolonged periods • Can be present at birth, result from disease, injury or be temporary	• Speak directly to the customer • Ask before you help • Respect personal space • Don't move any item they may have • Describe what you are going to do beforehand • Don't leave your customer in an awkward, dangerous or undignified position
Respectful Language	Out-dated Language
Mobility disability, physical disability	Handicapped, physically challenged, deformed, crippled