

**CORPORATION  
OF THE  
TOWN OF RENFREW**



ACCESSIBILITY  
CUSTOMER SERVICE  
STANDARDS

**Feedback:**

Your valuable comments and suggestions  
are welcome at: [kbulmer@town.renfrew.on.ca](mailto:kbulmer@town.renfrew.on.ca)  
or call 613-432-4848

Clerk's Department

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# The Town of Renfrew



## Accessibility Customer Service Standards

*The Town of Renfrew strives to provide goods and services in a way that respects the dignity and independence of persons with disabilities. The Town is committed to ensuring all residents with disabilities in the Town of Renfrew and surrounding areas receive accessible goods and services of the same quality and timeliness as others do and ensure the dignity, independence and the equal opportunity of persons with disabilities.*

### 1. Definitions

**“Assistive Device”** - means an auxiliary aid such as communication aids, cognition aids, personal mobility aids and medical aids (For example, canes, crutches, wheelchairs, hearing aids, etc.);

**“Customer”** - means any person who receives or seeks to receive goods or services directly or indirectly from the Town of Renfrew;

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

**“Service Animal”** - means a service animal as defined in Ontario Regulation 429/07;

**“Support Person”** - means a support person as defined in Ontario Regulation 429/07.

## **2. Establishment of Policies, Practices and Procedures**

Having regard for Accessibility issues, the Town of Renfrew shall take all reasonable efforts to establish policies to promote the dignity and independence of persons with disabilities by taking into consideration feedback from the public, progressive reviews, and ongoing training to staff as needed to ensure that Ontarians with Disabilities have equal access to goods and services as others.

## **3. Notice of Temporary Disruptions**

The Town of Renfrew will provide notice in the event of a planned or unexpected disruption in the facilities or service normally used by people with disabilities. The notice will include information about the reason for the disruption, how long the disruption is expected to last, and a description of any alternative facilities or services available if any. When facilities or services that people with disabilities use to access our goods or services are temporarily disrupted, the Town will either provide notice in the local newspaper, on the Town website, or post related information in the facility at the public entrance.

## **4. Assistive Devices**

The Town of Renfrew is committed to assisting customers and members of the Community in serving persons with disabilities who use assistive devices to benefit from our goods and services.

The Town of Renfrew will provide staff with ongoing training on how to use existing assistive devices as well as new aides that will be introduced as the need arises, and provide the information in a format that takes into account the person's disability.

## **5. Communication and Documentation**

Council, staff, contractors, agents, volunteers and other third party agents in association with the Town of Renfrew will make reasonable efforts to ensure that our policies, practices and procedures are consistent with promoting independence, dignity, integration and equality of opportunity. Every reasonable effort will be made to communicate with persons with a disability in the appropriate manner in accordance with the needs determined by their disability.

## **6. Use of Service Animals and Support Persons**

The Town of Renfrew will allow people with disabilities to be accompanied by their guide dog or service animal on the premises they own or operate that are open to the public, unless the animal is excluded by another law. If a service animal is excluded by law, the Town will use other measures to provide services to the person with a disability.

The Town will permit people with disabilities who use a support person to bring that person with them while accessing goods or services in premises open to the public or third parties.

Where admission fees are charged, the Town of Renfrew will provide notice ahead of time on what admission, if any, would be charged for a support person of a person with a disability.

## **7. Training for Staff**

The Town of Renfrew Council and staff will be trained on practices and procedures on how to best help a person with a disability. Training will be on an on-going basis, as needed, or to remedy any new situation that evolves. Contractors, agents, volunteers and other third party agents in association with the Town of Renfrew will also be trained on policies and procedures whom interact with the public on the Town's behalf. Training will be accomplished through methods such as workshops, seminars, audio/visual and online presentations as the need arises and when feasible.

The Town of Renfrew will provide staff with training that includes:

- A review of the purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Accessibility Standards for Customer Service;
- How to interact and communicate with persons with various types of disabilities;
- How to interact with persons 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 the Town's premise, or otherwise, that may assist with the provision of goods or services to persons with disabilities;
- What to do if a person with a disability is having difficulty in accessing the Town of Renfrew's goods and services.

## **8. Feedback**

The Town of Renfrew will post an Accessibility link on their website, [www.town.renfrew.on.ca](http://www.town.renfrew.on.ca), to receive information in writing and in person for people to provide feedback on how the Town provides goods or services to people with disabilities. The Town will take into account how we will respond to feedback and take action on complaints. This information will be made available to the public upon request.

## **9. Questions about this Policy**

For concerns or questions or anything related to the above information, please contact:

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Attention: Kim Bulmer, Clerk