

**CORPORATION OF THE MUNICIPALITY OF STRATHROY-CARADOC**

**BYLAW NO. 47-09**

**BEING A BYLAW TO ADOPT A POLICY AND PROCEDURES FOR  
ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE**

**WHEREAS** the *Accessibility for Ontarians with Disabilities Act, 2005, as amended* requires municipalities to establish accessibility standards;

**AND WHEREAS** *Ontario Regulation 429/07-Accessibility Standards for Customer Service* passed under the Act requires municipalities to establish policies, practices and procedures governing accessibility standards for customer service in the provision of its goods and services to persons with disabilities by January 1, 2010.

**NOW THEREFORE** be it enacted by the Council of the Corporation of the Municipality of Strathroy-Caradoc as follows:

1. **THAT:** The Accessibility Standards for Customer Service Policy and Procedures attached hereto be adopted.
2. **THAT:** This Bylaw takes affect on the date of its final passing in Open Council.

**Read a FIRST, SECOND AND THIRD time and FINALLY PASSED  
in Open Council this 16<sup>th</sup> day of November, 2009.**

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Mayor

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Clerk

# ***MUNICIPALITY OF STRATHROY-CARADOC***

## ***Accessibility Standards for Customer Service Policy & Procedures***

### ***Policy Statement:***

It is the policy of the Municipality of Strathroy-Caradoc (the Municipality) that persons with disabilities achieve accessibility to the provision of goods and services by the Municipality to this community, consistent with the principles of independence, dignity, integration and equality of opportunity as set out in *Ontario Regulation 429/07* under the *Accessibility for Ontarians with Disabilities Act, 2005* (the Act).

### ***Purpose:***

The purpose of this policy is to recognize the Municipality's obligation to facilitate the implementation of *Ontario Regulation 429/07 Accessibility Standards for Customer Service* (the Regulation) under the Act. Under the Regulation, the Municipality must establish policies, procedures and practices governing the provision of its goods and services to persons with disabilities. The Municipality must use reasonable efforts to ensure its policies, procedures and practices provide accessible customer services to the people with various kinds of disabilities and that the core principles of independence, dignity, integration and equal opportunity, as defined herein, are respected.

This Policy is drafted in accordance with the Regulation and addresses the following:

- The provision of goods and services to persons with disabilities;
- The use of assistive devices by persons with disabilities;
- The use of service animals by persons with disabilities;
- The use of support persons by persons with disabilities;
- Notice of temporary disruptions in services and facilities;
- Training;
- Customer feedback regarding the provision of goods and services to persons with disabilities; and
- Notice of availability of documents.

### ***Definitions:***

*Assistive devices* - shall mean an auxiliary aid such as communication aids, personal mobility aids and medical aids (i.e. canes, crutches,

wheelchairs, or hearing aids etc.) to access and benefit from the goods and services offered by the Municipality.

*Barrier* - means anything that prevents a person with a disability from fully participating in all aspects of society because of the disability. Barriers may include, but not limited to, a physical, architectural or attitudinal barrier, information or communication barrier, technological barrier, a policy, procedure or a practice.

*Disability* - means any degree of physical disability including, but not limited to, diabetes, epilepsy, brain injury, paralysis, amputation, lack of coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device; mental impairment or development disability; learning disability or dysfunction in understanding or using symbols or spoken language; mental disorder; or injury for which benefits were claimed or received under the *Workplace Safety and Insurance Act, 1997*.

*Guide Dogs or Service Animals* – a “guide dog” means a guide dog as defined in section 1 of the *Blind Persons’ Rights Act, R.R.O. 1990*, i.e. a dog trained as a guide dog for a blind person and having qualifications prescribed in the Act and any regulations. For the purpose of this policy, an animal is a service animal of a person with a disability:

- a) If it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- b) If the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

*Employee(s)* – shall mean any person who deals with members of the public or other third parties on behalf of the Municipality of Strathroy-Caradoc whether the person is considered an employee, a member of Council, an agent, a consultant, a volunteer, a student on placement, or otherwise.

*Municipal Clerk* - is the Municipal Clerk of the Municipality of Strathroy-Caradoc or his/her designate.

*Municipality* – is the Corporation of the Municipality of Strathroy-Caradoc.

*Policies* - what the Municipality intends to do, including any rules for staff.

*Practices and Procedures* - what the Municipality actually does on a day-to-day basis, including how staff offers or delivers services.

*Principle of Dignity* - Policies, procedures and practices that respect the dignity of a person with a disability are those that treat them as customers and clients who are as valued and as deserving of effective and full services as any other customer. They do not treat people with disabilities as an afterthought or force them to accept lesser service, quality or convenience.

*Principle of Equal Opportunity* - Equal opportunity means having the same chances, options, benefits and results as others. In the case of services it means that people with disabilities have the same opportunity to benefit from the same goods or services that are provided to others. They should not have to make significantly more effort to access or obtain service. They should also not have to accept lesser quality or more inconvenience.

*Principle of Independence* - In some instances, independence means freedom from control or influence of others – freedom to make your own choices. In other situations, it may mean the freedom to do things in one's own way.

*Principle of Integration* - Integrated services are those that allow people with disabilities to fully benefit from the same services, in the same place and in the same or similar way as other customers.

*Procedures* - how the Municipality will go about it or the steps staff are expected to take.

*Support Person* – means in relation to the 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 goods or services. A support person may be a paid support worker, a volunteer, a friend or family member; the support person does not need to have special training or qualifications.

***Application:***

This policy applies to all persons who deal with members of the public or other third parties on behalf of the Municipality of Strathroy-Caradoc. This requirement applies whether the person is considered

an employee, a member of Council, an agent, a consultant, a volunteer, a student on placement, or otherwise, as well as persons who participate in developing the Municipality's policies, practices and procedures governing the provision of goods and services to the members of the public or third parties.

***The Provision of Goods and Services to Persons with Disabilities:***

The Municipality shall use reasonable efforts to ensure that its policies, procedures and practices are consistent with the following principles:

- a. The goods or services must be provided in a manner that respects the dignity and independence of persons with disabilities.
- b. The provision of goods and services to persons with disabilities and others must be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or services.
- c. Persons with a disability must be given an opportunity equal to that given to others to obtain, use and benefit from the goods or service.

***Communication with Persons with Disabilities:***

When communicating with persons with a disability, the Municipality will do so in a manner that takes into account the person's disability.

***Assistive Devices:***

The Municipality permits persons with a disability to use and keep with them their own personal assistive devices to obtain, use or benefit from the goods or services offered by the Municipality. Exceptions may occur in situations where the Municipality has determined that the assistive device may pose a risk to the health and safety of a person with a disability or the health and safety of others on the premises. In these situations and others, the Municipality may offer a person with a disability other reasonable measures to assist them in obtaining, using and benefitting from the Municipality's goods and services where the Municipality has such other measures available (e.g. sledges at the arena).

It is the responsibility of the person with a disability to ensure that his or her assistive device is operated in a safe and controlled manner at all times.

The cost of purchasing and maintaining any municipally-owned assistive devices is the responsibility of each department.

***Support Persons and Service Animals:***

The Municipality shall allow persons with disabilities, who require to be accompanied by a support person, into all municipally-owned and operated public facilities. Both persons are permitted to enter the premises together and the person with a disability will have access to their support person.

The Municipality allows a person with a disability to be accompanied by a service animal onto all municipally-owned and operated public facilities and will ensure that the person is permitted to keep the animal with him or her unless the animal is otherwise excluded by law. If the animal is excluded by law, the Municipality will ensure that alternate means are available to enable the person with the disability to obtain, use or benefit from the Municipality's goods and services.

If it is not readily apparent that the animal is a service animal, the Municipality may ask the person with a disability for a letter from a physician or nurse confirming that the person requires the animal for reasons relating to his/her disability. The Municipality may ask for a valid identification card signed by the Attorney General for Canada or a certificate of training from a recognized guide dog or service animal training school. If proper identification is not produced, then the person may be asked to remove the animal from the premises. It is the responsibility of the person with the disability to ensure that the service animal is kept in control at all times.

A support person, when assisting a person with a disability to obtain, use or benefit from the Municipality's goods, services and facilities, will be permitted to attend at no charge where an admission fee is applicable.

***Notice of Temporary Disruption:***

Notice of Service Disruptions must be provided when facilities or services that people with disabilities may use to access the Municipality's goods or services are temporarily unavailable or if the goods or services are expected in the near future to be temporarily unavailable. Notice may be given by posting the Notice in a conspicuous place on premises, by posting it on the municipality's website [www.strathroy-caradoc.ca](http://www.strathroy-caradoc.ca) or by such other method as deemed reasonable by the Municipal Clerk in the circumstances.

The Notice of Temporary Disruption form is attached to this Policy and can be modified at the discretion of the Municipal Clerk without amendment to this Policy.

The notice must include the following information:

- a. Information about the reason for the disruption;
- b. Anticipated duration;
- c. Description of alternate facilities or services, if available; and
- d. Contact information.

***Training:***

The Municipality will ensure that the following people will or have received training regarding the provision of its goods and services to persons with disabilities:

- a. Every person who deals with members of the public or other third parties on behalf of the Municipality, whether the person does so as an employee, agent, volunteer or otherwise.
- b. Every person who participates in developing the Municipality's policies, practices and procedures governing the provision of goods or services to members of the public or other third party.

The training must include but is not limited to the following:

- a. Review of the purpose of the AODA and requirements of the customer service standards;
- b. Instructions on how to interact and communicate with people with various types of disabilities;
- c. Instructions on how to interact with people with disabilities who use assistive devices or require the assistance of a guide dog, other service animal or support person;
- d. Instruction on how to use equipment or devices that may be available at the Municipality's premises or that are provided otherwise by the Municipality, that may help people with disabilities to access municipal services; and
- e. Instruction on what to do if a person with a disability is having difficulty accessing the Municipality's services.

The training procedures shall be as determined by the Clerk and the Chief Administrative Officer (CAO).

The initial training under this Policy will be provided to everyone to whom it applies by January 1, 2010. Training will be provided as soon as practicable upon an individual being assigned the applicable duties as well as on an ongoing basis as changes occur to the Municipality's policies, practices and procedures governing the provision of goods and services to persons with disabilities.

***Best Practices and Procedures:***

The Best Practices and Procedures noted in Schedule 'A' to this Policy shall be observed when dealing with persons with a disability. The Best Practices and Procedures noted in Schedule 'A' are not inclusive and employees shall ensure that persons with disabilities achieve accessibility to the provisions of goods and services by the Municipality to this community, consistent with the principles of independence, dignity, integration and equality outlined in this Policy.

Practices and Procedures pertaining to this Policy can be created, implemented and modified without amendment to this Policy by the Municipal Clerk, subject to the approval of the CAO, provided they are in the spirit and intent of this Policy.

***Training Record:***

The Municipality will keep records of the training, including the date on which the training is provided, the number of individuals to whom it is provided, and the nature of the training that is provided. Every person receiving training shall print his/her name and sign the Training Record form. The Training Record form is attached to this bylaw and can be amended at the discretion of the Municipal Clerk, subject to the approval of the CAO, without amendment to this Policy. The names of individuals are recorded for training administration purposes, subject to the *Municipal Freedom of Information and Protection of Privacy Act* (MFIPPA).

***Feedback:***

The Municipality has established the following process for receiving and responding to feedback on the manner in which the Municipality provides goods or services to persons with a disability.

Persons can provide feedback in person, by telephone, in writing, or by electronic text by email or otherwise to the Municipal Clerk, Corporate Services Department, 52 Frank Street, Strathroy ON N7G 2R4; telephone 519-245-1070; fax 519-245-6353; email [accessibility@strathroy-caradoc.ca](mailto:accessibility@strathroy-caradoc.ca).

Feedback will be responded to within 5 business days of its receipt by the Municipal Clerk, setting out the action to be taken, in a format that takes into account the person's disability.

The Accessibility Feedback Form is attached to this Policy and can be modified at the discretion of the Municipal Clerk without amendment to this Policy. The Accessibility Feedback Form is available on the

municipal website [www.strathroy-caradoc.ca](http://www.strathroy-caradoc.ca), from the Corporate Services Department at the Municipal Office, 52 Frank Street, Strathroy, and at other locations as deemed appropriate by the Municipal Clerk.

***Notice of Availability of Documents:***

The Municipality shall provide notice that, upon request, it will provide a copy of the policies, practices and procedures required under *Ontario Regulation 429/07 – Accessibility Standards for Customer Service* to any person. The notice shall be given by posting the information in a conspicuous place on the premises owned or operated by the Municipality, by posting it on the municipality's website, or by such other method as is deemed reasonable by the Municipal Clerk.

***Format of Documents:***

Should the Municipality be requested to provide a document or information to a person with a disability, the Municipality will take into consideration the communication needs of the person with a disability and provide the document, or the information contained in the document, to the person in a format that takes into account the person's disability.

The Municipality and the person with the disability may agree upon the format to be used for any document or information subject to the requirements of this policy.

***Review and Amendments:***

Review of this policy will be done once per term of Council.

***Exclusions:***

This Policy shall not apply during any period where an emergency has been declared by the head of Council.

***Effective Date and Implementation:***

This policy is effective on the 19<sup>th</sup> day of October, 2009 and shall be implemented by January 1, 2010.

## **Schedule 'A' to Bylaw 47-09 Customer Service Accessibility Standards Policy and Procedures**

### ***Best practices and procedures for Customer Service***

The best practices and procedures for Customer service provided below are not all inclusive. Employees shall treat customers in a manner that is consistent with the principles of independence, dignity, integration and equality.

### ***Appropriate Terminology and Communication Styles When Addressing Persons with Disabilities:***

The Municipality of Strathroy-Caradoc adopts the guiding principles of acceptable communication styles in addressing persons with disabilities from the Ministry of Community and Social Services. The terminology is found on their website:

[http://www.mcass.gov.on.ca/mcass/english/how/howto\\_choose.html](http://www.mcass.gov.on.ca/mcass/english/how/howto_choose.html)

Employees will communicate with people with disabilities in a way that take into account their disability. Employees will be trained on how to interact and communicate with people with various types of disabilities.

### ***Talk about Disabilities – Choose the right word***

Words can influence and reinforce perceptions of people with disabilities. They can create either a positive view of people with disabilities or an indifferent, negative depiction.

Some tips that can help make communication with or about people with disabilities more successful:

- Use "disability" not "handicap".
- Put people first. "Person with a disability" puts the focus on the person instead of his/her disability.
- For specific disabilities, say "person with epilepsy" or "person who uses a wheelchair".
- Avoid statements that make it seem like a person with a disability should be pitied such as "victim of", "suffers with", or "stricken with" a particular illness or disability.
- If you are not familiar with the disability, wait until the individual describes their situation to you, instead of making assumptions.

Many types of disabilities have similar characteristics and your assumptions may be wrong.

The following preferred words and phrases will help you choose language that is neither demeaning nor hurtful:

<b>Instead of</b>	<b>Please use</b>
Aged (the), the elderly	Seniors
Autistic	A person with autism A person with autism spectrum disorder
Birth defect, congenital defect, deformity	A person who has a congenital disability. A person with a disability since birth.
Blind (the), visually impaired (the)	A person with vision loss. A person who is blind. A person with low vision.
Brain damaged	A person with a brain injury. A person with an acquired brain injury.
Confined to a wheelchair, wheelchair bound	A person who uses a wheelchair
Crazy, insane, lunatic, psycho, mental, mental patient, maniac, neurotic, psychotic, unsound mind, schizophrenic	A person with a mental illness. A person with a mental disorder. A person with a mood disorder (e.g. a person with depression or a person with bipolar disorder) A person with a personality disorder (e.g. a person with antisocial personality disorder). A person with an anxiety disorder (e.g. a person with obsessive-compulsive disorder) A person with an eating disorder (e.g. a person with anorexia nervosa, a person with bulimia). A person with schizophrenia.
Cripple, crippled, lame, physically challenged	A person with a disability. A person with a physical disability.

	<p>A person with a spinal chord injury.</p> <p>A person who uses a walker.</p> <p>A person who uses a mobility aid.</p> <p>A person with arthritis.</p>
Deaf (the), hearing impaired (the)	<p>A person who is deaf (e.g. a person with profound hearing loss).</p> <p>A person who is deafened (e.g. e.g. a person who has become deaf later in life).</p> <p>A person who is hard of hearing (e.g. person with hearing loss).</p> <p>When referring to the deaf community and their culture (whose preferred mode of communication is sign language) it is acceptable to use "the Deaf".</p>
Deaf and dumb, deaf mute	A person who is deaf
Deaf-blind (the)	Person who is deaf-blind (e.g. a person who has any combination of vision and hearing loss).
Epileptic	Person who has epilepsy
Fits, spells, attacks	Seizures
Handicapped (the), invalid, patient, the disabled	Person with a disability
Hidden disability, invisible disability	Non-visible disability
Learning disabled, learning disordered, dyslexic	A person with a learning disability or people with learning disabilities
Mentally retarded, idiot, simple, retarded, feeble minded, imbecile	<p>A person with an intellectual disability.</p> <p>A person with a developmental disability.</p>
Midget, dwarf	<p>A little person.</p> <p>A person of short stature.</p> <p>A person who has a form of dwarfism.</p>
Mongoloid, Mongolism, Down Syndrome	<p>Person with down syndrome.</p> <p>A personal with an intellectual or developmental disability.</p>

Normal	A person without a disability. Person who is not disabled. Specifically, a person who is sighted, a hearing person, a person who is ambulatory.
Spastic	Person who has muscle spasms.
Stutterer	A person who stutters. A person with a communication disorder.

For additional information visit the Ministry of Community and Social Services website at: <http://www.mcscs.gov.on.ca/mcss>

## ***Tips on Serving Customers with Disabilities***

### ***Vision Disabilities***

Vision Disabilities reduce one's ability to see clearly. Very few people are totally blind. Many have limited vision such as tunnel vision, where a person has a loss of peripheral or side vision, or a lack of central vision, which means they cannot see straight ahead. Some can see the outline of objects while others can see the direction of light.

Vision Disabilities can restrict customers' abilities to read signs, local landmarks or see hazards. In some cases, it may be difficult to tell if a person has a vision disability. Others may use a guide dog or white cane.

Some tips on serving customers who have vision disabilities:

- Verbally identify yourself when you approach, and speak directly to the customer, unless asked by the customer to do otherwise.
- Speak normally and clearly.
- Never touch the customer without asking permission, unless it is an emergency.
- If you offer assistance, wait until you receive permission.
- Offer your arm to guide the person and walk slowly.
- Don't touch or address service animals – they are working and have to pay attention at all times.
- If you are giving verbal directions or verbal information, be precise and clear, e.g. if you are approaching a door or an obstacle, say so.

- Don't assume the individual can't see you.
- Don't leave your customer in the middle of a room; show them the chair, or guide them to a comfortable location.
- Identify landmarks or other details to orient your customer to the environment around them.
- Don't walk away without saying good-bye.

### ***Deaf or hard of hearing***

People who have hearing loss may be deaf or hard of hearing. Like other disabilities, hearing loss has a wide variety of degrees. Remember, customers who are deaf or hard of hearing may require assistive devices when communicating.

Some tips on serving customers who are deaf or hard of hearing:

- Always ask how you can help. Don't shout.
- Attract the customer's attention before speaking. The best way is gently waiving your hand.
- Make sure you are in a well-lighted area where the customer can see your face.
- Look at and speak directly to the customer. Address your customer, not the interpreter, unless asked by the customer to do otherwise.
- If necessary, ask if another method of communicating would be easier, for example a pen and paper.
- Don't put your hands in front of your face when speaking.
- Be clear and precise when giving directions, and repeat or rephrase if necessary. Make sure you have been understood.
- Don't touch or address service animals – they are working and have to pay attention at all times.
- Any personal (e.g. financial) matters should be discussed in a private room to avoid other people overhearing.
- Be patient. Communication for people who are deaf may be different because their first language may not be English. It may be American Sign Language (ASL).
- If the person uses a hearing aid, try to speak in an area with few competing sounds.

### ***Deaf-Blind***

Deaf-blind is a combination of hearing and vision loss. A person who is deaf-blind has significant difficulty accessing information and performing daily activities.

People who are deaf-blind communicate using various sign language systems, Braille, telephone devices, communication boards and any

combination thereof. Most people who are deaf-blind will be accompanied by an intervener who can relay information and facilitate auditory and visual information and act as sighted guides. Interveners are trained in special sign language that involves touching the hands of their client in a two-hand, manual alphabet or finger spelling, and may guide and interpret for their client.

Some tips on serving customers who are deaf-blind:

- Don't assume what a person can or cannot do. Some people who are deaf-blind have some sight or hearing, while others have neither.
- A customer who is deaf-blind is likely to explain to you how to communicate with them or give you an assistance card or a note explaining how to communicate with them.
- Speak directly to the customer as you normally would, not to the intervener, unless asked by the customer to do otherwise.
- Identify yourself to the intervener when you approach a customer who is deaf-blind.
- Don't touch or address service animals – they are working and have to pay attention at all times.
- Never touch a person who is deaf-blind suddenly or without permission unless it is an emergency.
- Be patient – understand that communication can take some time.

### ***Physical Disabilities***

Physical disabilities include a range of functional limitations from minor difficulties in moving or coordinating one part of the body through muscle weakness, tremors and paralysis. Physical disabilities can be congenital such as Muscular Dystrophy; or acquired, such as tendonitis.

A physical disability may affect an individual's ability to perform manual tasks such as holding a pen, turning a key or gripping a door knob; move around independently; control the speed or coordination of movements; reach, pull or manipulate objects; have strength or endurance, standing or sitting.

Some tips on serving customers who have physical disabilities:

- Speak normally and directly to the customer. Don't speak to someone who is with him/her, unless asked by the customer to do otherwise.
- People with physical disabilities often have their own ways of doing things. Ask before you help.

- Don't touch assistive devices, including wheelchairs, unnecessarily unless it's an emergency.
- Provide information about accessible features of the immediate environment (automatic doors, accessible washrooms, etc.)
- Remove obstacles and rearrange furniture to ensure clear passage.
- Be patient. Customers will identify their needs to you..

### ***Speech or Language Impairments***

Speech Disabilities may involve the partial or total loss of the ability to speak. Speech Disabilities may include problems with pronunciation, pitch and loudness, hoarseness, stuttering or slurring.

Some people have problems communicating. It could be the result of cerebral palsy, hearing loss or another condition that makes it difficult to pronounce words, causes slurring or stuttering, or not being able to express oneself or understand written or spoken language. Some people who have severe difficulties may use communication boards or other assistive devices.

Some tips on serving customers with speech or language impairments:

- Just because a person has one disability doesn't mean they have another. If a person has difficulty speaking, don't assume they have an intellectual or developmental disability as well.
- Speak normally and directly to the customer. Don't speak to someone who is with him/her, unless asked by the customer to do otherwise.
- If you don't understand, ask the customer to repeat the information.
- If you are able, ask questions that can be answered 'yes' or 'no'.
- Be patient and polite, and give your customer whatever time he/she needs to get his/her point across.
- Don't interrupt or finish your customer's sentences. Wait for them to finish.
- Patience, respect and a willingness to find a way to communicate are your best tools.

### ***Mental Health Disabilities***

Mental Health Disabilities include a range of disorders; however, there are three main types of mental health disability: anxiety, depression and behavioral disorders.

People with mental health disabilities may seem edgy or irritated; act aggressively; be perceived as pushy or abrupt; be unable to make a decision; start laughing or get angry for no apparent reason.

You may not know that a customer has a mental health disability unless you are informed of it, and usually it will not affect customer service at all. If someone is experiencing difficulty in controlling their symptoms or is in a crisis, you may need to help out. Be calm and professional and let your customer tell you how you can best help.

Tips on serving customers who have mental health disabilities:

- Treat a person with a mental health disability with the same respect and consideration you have for everyone else.
- Be confident and reassuring. Listen carefully and work with your customer to meet their needs.
- Speak normally and directly to the customer. Don't speak to someone who is with him/her, unless asked by the customer to do otherwise.
- If someone appears to be in a crisis, ask them to tell you the best way to help.

### ***Intellectual or Developmental Disabilities***

Intellectual or Developmental Disabilities affect a person's ability to think and reason. It may be caused by genetic factors such as Down Syndrome, exposure to environmental toxins, brain trauma or psychiatric disorders. A person with an intellectual disorder may have difficulty with understanding spoken and written information and conceptual information, perception of sensory information and memory.

People with intellectual or developmental disabilities may have difficulty doing many things most of us take for granted. These disabilities can mildly or profoundly limit one's ability to learn. You may not know that someone has this disability unless you are told; in some cases, you may know by the way people act, ask questions or use body language.

As much as possible, treat your customers with an intellectual or developmental disability like anyone else. They may understand more than you think, and they will appreciate you treating them with respect.

Tips on serving customers who have an intellectual or developmental disability:

- Don't assume what a person can and cannot do.
- Use plain language and speak in short sentences.
- Make sure your customer understands what you have said.
- If you can't understand what is being said, don't pretend. Just ask again.
- Provide one piece of information at a time.
- Be supportive and patient.
- Speak directly to your customer, not to their companion or attendant, unless asked by the customer to do otherwise.

### ***Learning Disabilities***

Learning disabilities can result in a host of different communications difficulties for people. They can be subtle, as in having difficulty reading, or more pronounced, but they can interfere with one's ability to receive, express or process information. You may not be able to know that someone has one of these disabilities unless you are told, or you notice the way people act, ask questions or use body language.

Tips on serving customers with learning disabilities:

- Patience and a willingness to find a way to communicate are the best tools.
- When you know that someone with a learning disability needs help, ask how you can help.
- Speak normally and clearly, and directly to your customer, unless asked by the customer to do otherwise.
- Take some time – people with some kinds of learning disabilities may take a little longer to understand and respond.
- Try to find ways to provide information in a way that works best for them. For example, have a paper and pen handy.
- If you are dealing with a child, be patient, encouraging and supportive.
- Be courteous and patient and the customer will let you know how to best provide service in a way that works for them.

### ***Dealing with Customers who have Disabilities at Home***

Tips on serving customers with disabilities at home:

- Don't arrive unexpectedly, and confirm the details before you arrive.
- Be patient. You may need to wait a few moments for your customer to open the door.
- Speak normally and clearly, and directly to your customer unless asked by the customer to do otherwise.

- Introduce yourself clearly. Some customers may not be able to read identify cards and may instead have a password. Check before you visit.
- Keep your customer up-to-date on what you are doing.
- If you need to move some of your customer's possessions, make sure that you leave their house exactly as when you arrived. For example, you don't want someone with a vision disability to trip because you moved a chair.
- If you can't complete the job, clearly explain what will happen next. Make another appointment, and leave a contact number in case there are problems.

### ***Dealing with Customers who have Disabilities on the phone***

Tips on dealing with customers with disabilities on the phone:

- Speak normally, clearly and directly.
- Don't worry about how their voice sounds. Concentrate on what is being said.
- Be patient, don't interrupt and don't finish your customer's sentences. Give your customer time to explain him/herself.
- Don't try to guess what your customer is saying. If you don't understand, don't pretend, just ask again.
- If you are not certain what was said, just repeat or rephrase what you have heard.
- If a telephone customer is using an interpreter or a TTY line, just speak normally to the customer, not the interpreter, unless asked by the customer to do otherwise.
- If your customer has great difficulty communicating, make arrangements to call back when it is convenient to speak with customer again or to speak with someone else if the customer wishes.



# NOTICE OF DISRUPTION

(To be posted in a conspicuous place where and when a disruption occurs and on the municipal website)

Type of Disruption: \_\_\_\_\_

Reason for Disruption: \_\_\_\_\_

\_\_\_\_\_

Anticipated Duration of Disruption: \_\_\_\_\_

\_\_\_\_\_

Alterative facilities/services: \_\_\_\_\_

\_\_\_\_\_

If you have any questions or comments please  
contact:

\_\_\_\_\_  
Name

\_\_\_\_\_  
Telephone no.



Municipality of Strathroy-Caradoc – Clerk’s Dept.  
52 Frank Street, Strathroy, Ontario N7G 2R4  
519-245-1070 FAX 519-245-6353  
Website: [www.strathroy-caradoc.ca](http://www.strathroy-caradoc.ca)  
Email: [general@strathroy-caradoc.ca](mailto:general@strathroy-caradoc.ca)

## Customer Feedback Form

Thank you for visiting the Municipality of Strathroy-Caradoc. We value our customers and strive to meet everyone’s needs.

Please tell us the date and time of your visit:

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Did we respond to your customer service needs today?

Yes  No

Was our customer service provided to you in an accessible manner?

Yes  Somewhat (please explain below)  No (please explain below)

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Did you have any problems accessing our goods and services?

Yes (please explain below)  Somewhat (please explain below)  No

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Please add any other comments you may have:

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Contact information (optional):

Thank you,

The Municipality

Municipality of Strathroy-Caradoc  
**Record of Customer Feedback**  
(for Municipal use only)

Date feedback received: \_\_\_\_\_

Name of customer (optional): \_\_\_\_\_

Contact information (if appropriate): \_\_\_\_\_

Details: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Follow-up: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Action to be taken: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Staff member: \_\_\_\_\_

Date: \_\_\_\_\_

