

Policy: Accessible Customer Service Standards	Procedure Number: 10.4
Subject: Notice and Provision of Documents in Accessible Formats Procedure	Effective Date: January 1, 2010
Legislation: Ontario Regulation 429/07, Accessible Standards for Customer Service Ontario Regulation 191/11 Integrated Accessibility Regulation	Revision Date: <i>December 13, 2011</i>
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Notice and Provision of Documents in Accessible Formats Procedure

Purpose:

The purpose of this procedure is to provide instructions regarding how the Township will provide notice of the availability of documents and the manner and format by which documents will be provided related to the Accessible Customer Service Policy and Procedures **and the Integrated Accessibility Standard**. Printed and electronic materials may be made available in multiple formats as needed and/or upon request only.

Procedures/Practice:

The Township of Smith-Ennismore-Lakefield will ensure that a document describing the following policies and procedures is available in accessible formats:

1. Accessibility Training Procedures
2. Communicating with People with Disabilities Procedure
3. Customer Request and Feedback Procedure
4. Notice and Provision of Documents in Accessible Formats Procedure
5. Notice of Temporary Disruptions Procedure
6. Service Animals Procedure
7. Support Persons Procedure
8. Resources

In addition, the Township of Smith-Ennismore-Lakefield shall provide Emergency Procedures, Plans or Public Safety Information in an accessible format or with appropriate communication supports as soon as practicable, upon request.

Accessible Formats

When providing a document to a person with a disability, the Township will provide the document, or the information contained in the document, in a format that takes the person's disability into account.

Providing Notice of Availability of Accessible Documents

The Township will notify the public and other third parties regarding the availability of accessible customer service documents on the website www.smithennismorelakefield.on.ca. The notice will:

- Indicate that the document is available in accessible formats;
- Provide a link to an electronic, plain-text version of the document; and,
- Explain how to request alternate formats.

Requests for Accessible Customer Service Documents

Documents(s) related to the Accessible Customer Service Policy and Procedures will be available to the public at www.smithennismorelakefield.on.ca or by attending the Township's administrative office.

Anyone can request a copy of the Township's accessible customer service documents. Requests can be made in person to any Customer Service Representative (CSR). Requests submitted by telephone, website, e-mail, facsimile, or in writing will be directed to the Clerk's Department.

When a CSR receives a request for an accessible customer service document the CSR will:

1. Ask the person if they would like the document in an accessible format. If so, ask the person's preferred format; and
2. If the document can be readily produced in the requested format, provide the person with the document as soon as is reasonably possible and confirm that the format is acceptable; or
3. If the document cannot be readily produced in the requested format, contact the Clerk's Department to address the request. The CSR will provide the Clerk's Department with the customer's name and preferred contact information. The Clerk's Department will consult with the person with a disability to determine an alternate format that is acceptable. When the person receives the document, the Clerk's Department will confirm that the format is acceptable.

The Clerk's Department will make every reasonable effort to ensure that requests for accessible customer service documents do not take significantly longer than requests for the same documents in standard print.