Feedback

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

Email: twpsel@nexicom.net
Telephone: (705) 292-9507

In person:
The Corporation of the Township of Selwyn
1310 Centre Line,
Selwyn, ON

Mailing Address:
The Corporation of the Township of Selwyn
P.O. Box 270
Bridgenorth, ON K0L 1H0

Resources

Selwyn Accessible Customer Service Standards Policy
(Available online or by request)
www.smithennismorelakefield.on.ca

AccessON: for videos, posters, legislation
www.AccessON.ca
www.AccessON.ca/compliance

Accessibility for Ontarians with Disabilities:
www.mcss.gov.on.ca/mcss/english/pillars/accessibilityOntario

The Corporation of the Township of Selwyn

Accessible Customer Services Standard Policy

The Township of Selwyn strives to provide services to all residents and visitors, including those with disabilities. Through our Accessible Customer Service Standard Policy, the Township will make reasonable efforts to ensure the following:

- The goods and services will be provided in a manner that respects the dignity and independence of persons with disabilities.

- The provision of goods and services to persons with disabilities and others, will be integrated unless an alternate measure is necessary. Whether temporary or permanent, these measures should enable a person with a disability to obtain, use or benefit from the goods and services.

- Persons with disabilities will be given an opportunity equal to that given to others, to obtain, use or benefit from the goods and services.

- Persons with disabilities may use assistive devices and/or support persons in the access of goods and services.

Understanding Accessible Customer Service

Background

The Accessibility for 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 — going 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 will have to meet certain accessibility standards in five important areas: customer service, transportation, information and communications, built environment, and employment.

What is Accessible Customer Service?

Accessible customer service can mean many things. It is understanding that each individual may need a different type of accommodation.

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.

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 don't 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.

Service Disruptions

From time to time there may be disruptions in service, such as an elevator under repair, renovations that limit access to an area, or technology that is temporarily unavailable. If a disruption in service is planned and expected, it is important to provide reasonable notice. Notice can be provided on the website, over the phone or in writing. For unexpected service disruptions, notice should be provided in a variety of ways and as quickly as possible.

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