



The Corporation of the Township of Emo

P.O. Box 520, Emo, Ontario, P0W 1E0

Website: www.emo.ca
E-mail: township@emo.ca

Phone: 807-482-2378
Fax: 807-482-2741

Accessible Customer Service Policy

Providing Goods and Services to People with Disabilities

Township of Emo is committed to excellence in serving all customers including people with disabilities.

Assistive devices

We will ensure that our staff are trained and familiar with various assistive devices, if applicable, we have on site or that we provide that may be used by customers with disabilities while accessing our goods or services.

Communication

We will communicate with people with disabilities in ways that take into account their disability.

Service animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

Support persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

- Fees will not be charged for support persons

We will notify customers of this through a notice posted on our premises.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities such as Emo Municipal Office, Township of Emo will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

The notice will be placed at the Emo Municipal Office.

Training

Township of Emo will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Township of Emo plan related to the customer service standard.
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- How to use the wheelchair lifts.
- What to do if a person with a disability is having difficulty in accessing Emo Municipal Office goods and services

Staff will also be trained when changes are made to your accessible customer service plan.

Feedback process

Customers who wish to provide feedback on the way Township of Emo provides goods and services to people with disabilities can e-mail, mail, verbally and by phone.

All feedback, including complaints, will be documents and directed to the correct department head.

Customers can expect to hear back within two business days

Notice of availability

Township of Emo will notify the public that our policies are available upon request by posting it on our website, www.emo.ca.

Modifications to this or other policies

Any policy of Township of Emo that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.