

Accessibility Standards for Customer Service

Ontario Regulation 429/07, *Accessibility Standards for Customer Service*, is the first regulation to come into force and took effect for public sector organizations on January 1, 2010. It will become effective for private sector organizations on January 1, 2012.

The Town of Wasaga Beach has developed an Accessibility Customer Services Policy ([click here](#)) and addresses the following areas:

- 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;
- Notice of availability and format of documents and meetings.

Training

The Town of Wasaga Beach employees, members of Council, volunteers, Committee members, and agents and third parties that deal with the Municipality including contractors and vendors are required to complete training which includes:

- Understanding the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the customer service standards.
- 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.
- What to do if a person with a disability is having difficulty in accessing the Town's goods and services.

Training will be ongoing and can be as simple as reading through the [“Understanding Accessible Customer Service Training Booklet”](#).

After contractors and vendors have trained their staff, they will be considered compliant by the Town of Wasaga Beach after they have completed and returned the [“Accessibility Compliance Form”](#).

Customer Feedback

The Town of Wasaga Beach strives to always meet and exceed customer expectations while serving customers with disabilities. In meeting this objective, we are committed to continuous improvement in all areas of our business. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way the Town of Wasaga Beach provides goods and services to people with disabilities helps us identify areas where changes need to be considered and ways in which we can improve the delivery of service. Comments can be made by using the attached [Feedback Form](#), in person, by mail, e-mail, or telephone. All feedback will be directed to the Office of the Clerk.

If you are a person with a disability and require information from the Town of Wasaga Beach in another format, please contact the Town Hall.

Town of Wasaga Beach
30 Lewis Street
Wasaga Beach, ON L9Z 1A1
Telephone: 705-429-3844
Fax: 705-429-6732
Email: clerk@wasagabeach.com
Website: www.wasagabeach.com

Notice of Disruption:

The Town of Wasaga Beach is aware that the operation of its services and facilities is important to the public. However, temporary disruptions in the Town's services and facilities may occur due to reason that may or may not be within the Town's control

The Town will provide customers with notice in the event of a planned disruption in the facilities or services usually used by people with disabilities. In the event of an unplanned disruption of its facilities and services, the Town will make a reasonable effort to provide notice as soon as possible. In both cases, this notice will include information about the reason for the disruption; its anticipated duration; and a description of alternative facilities or services, if available.

Notices of the temporary disruption will be posted on the website and in visible places in the Town facility and any other method that may be reasonable.

Notice of Fee for a support person:

The Town of Wasaga Beach is committed to welcoming people with disabilities who are accompanied by a support person. Fees will not be charged for one support person when a customer is accessing services where an admission fee is applicable and where a support service is required.

Assistance while visiting our Town facilities:

If you are a person with a disability and require additional assistance while using the Town of Wasaga Beach services, please advise an employee in the facility.

Accessibility Advisory Committee

The Town of Wasaga Beach Accessibility Advisory Committee was appointed by Council to improve access and opportunities for persons with disabilities within the municipality. The Committee's objective is to provide guidance and advice to Council and act as a liaison with other agencies and individuals on physical and attitudinal barriers to participating in public life and to the achievement of the social, cultural, and economic objectives of the Town's residents.

[Accessibility Advisory Committee](#)

Annual Accessibility Planning

Under the *Ontarians with Disabilities Act, 2001* (ODA) all municipalities have an obligation to prepare an annual accessibility plan. The Town of Wasaga Beach supports the spirit of the Act, which is to work towards the prevention, identification and removal of barrier that restrict opportunities for people with disabilities. As such, the Town has prepared Accessibility Plans describing barrier removal initiatives accomplished and outlines measures for improving access for all citizens to Town facilities and services.

[2008 Annual Accessibility Plan](#)

[2010 Annual Accessibility Plan](#) - being updated

Additional Information

How to comply with the standard: www.AccessON.ca/compliance

Regulation

http://www.e-laws.gov.on.ca/html/source/regs/english/2007/elaws_src_regs_r07429_e.htm

Accessibility for Ontarians with Disabilities

<http://www.mcass.gov.on.ca/en/mcass/programs/accessibility/index.aspx>

OADA Standards: <http://www.mcass.gov.on.ca/en/mcass/programs/accessibility/index.aspx>

For more information, contact the Clerk's Office:

Twyla Nicholson, Town Clerk
Town of Wasaga Beach
30 Lewis Street, Wasaga Beach, ON L9Z 1A1
Telephone: 705-429-3844

Fax: 705-429-6732

Email: clerk@wasagabeach.com

Website: www.wasagabeach.com