



**CORPORATE POLICY**

**DEPARTMENT: ADMINISTRATION**

**SUBJECT: ACCESSIBLE CUSTOMER SERVICE POLICY**

**POLICY STATEMENT:**

The Corporation of the Town of Caledon (hereinafter referred to as the Town) is dedicated to improving accessibility and removing barriers for people with disabilities.

The Town, through the development of policies, practices and procedures will endorse accessibility and ensure the needs of those with disabilities are met. Consideration will be given to ensure all policies, procedures and practices support independence, dignity, integration and equal opportunity. All services shall be delivered in a timely manner with respect to the nature of the service and if special accommodations need to be made.

**PURPOSE:**

This policy, in accordance with the *Accessibility for Ontarians with Disabilities Act, 2005* (hereinafter referred to as the *AODA*) and other relevant Regulations and Customer Service Standards under the legislation, are committed to ensuring all persons with disabilities are given equal opportunities to the goods and services offered by the Town.

This policy allows the implementation of procedures and practices that will ensure compliance with the regulated Customer Service Standards. The established procedures and practices will ensure compliance in the following means:

- Feedback Process
- Communication – Assistive Devices
- Availability of Documents
- Notice of Service Disruptions
- Support Persons
- Service Animals
- Accessibility Awareness Training

**SCOPE:**

This policy is applicable to all Town employees, Members of Council, volunteers and any contracted services or agents acting or performing works on behalf of the Town.

**REFERENCE AND RELATED DOCUMENTS**

Accessible Customer Service Procedure No. ADM-001-001.

<b>EFFECTIVE DATE:</b>	<b>November 17, 2009</b>	<b>PAGE:</b> 1 of 1
<b>LAST REVISED DATE:</b>	<b>April 9, 2010</b>	
<b>APPROVAL AUTHORITY:</b>	<b>Bylaw No. 2009-150</b>	
<b>SUPERSEDES:</b>	<b>New</b>	