



City of Windsor Accessibility Procedures

City of Windsor Accessibility Procedures -Table of Contents

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Accessible Communications Procedure

All staff shall ensure that accessible customer service is provided to all customers in accordance with this procedure and the City of Windsor Accessible Customer Service Policy.

A) What we need to do

1. When communicating with a customer with a disability, staff shall do so in a manner that takes into account the person's disability.
2. Documents required under the regulation are available upon request.
 - a) If a staff member receives a request to give a copy of a document to a customer with a disability, he/she shall give the person the document or pertinent information contained in the document, in a manner or format that takes into account the person's disability.
 - b) Staff shall work with the customer with a disability to determine a mutually agreeable format to be used for the document or information.

B) How to Make Communication Accessible

The key to making communication accessible is flexibility. In planning your approach, it may help to consider the following steps:

- | | |
|--------|--|
| Step 1 | Think about and/or learn how people with disabilities communicate. |
| Step 2 | Consider approaches for making communication accessible. |

Step 1 Think about and/or learn how people with disabilities communicate.

People with disabilities are generally aware that they may need some accommodations and will work with you. If a person with a disability cannot use one form or method of communication, they may be able to use another form or method, or a combination.

- Examples of forms of communication:
- a) Writing
 - b) Speaking
 - c) Gestures

- d) Sign language
- e) Use of pictures

- Examples of *methods* of communication
- a) In person
 - b) Telephone
 - c) TTY
 - d) Textnet
 - e) Fax
 - f) Email
 - g) Mail

If you are able to communicate in a variety of ways, it is more likely that you will be able to meet the needs of customers with a variety of disabilities.

Specific Customer Service tips

Please refer to Appendix “A” (located at the end of the Accessible Communications procedure) to find specific information on serving:

- Customers who are deaf or hard of hearing
- Customers who are deaf-blind
- Customers with vision disabilities
- Customers with speech or language disabilities
- Customers with physical or mobility disabilities
- Customers with mental health disabilities
- Customers with intellectual or mental health disabilities
- Customers with learning disabilities

Just remember...

If you are not sure, just ask, **“How May I Help You?”** or **“May I Help You”**

Step 2 Plan ahead and consider approaches for making communication accessible.

Depending on the situation and the customer’s needs, there are a variety of ways to make communications more accessible:

- 1. Make the original communication more accessible for people with disabilities.**

Sometimes communication can be made accessible if the needs of customers with disabilities are considered during the planning stage.

Recommendations:

Plain Language: Using plain language can help to make a document easier to understand for people with certain types of disabilities.

Easy to read documents: The size of font, colours used and type of paper all affect the readability and inclusiveness of a written document.

Colour: Use high contrast colour (i.e. black or dark blue text on a white or yellow background, or white/yellow text on a black/dark blue background).

Font: Easy to read, non-decorative fonts are best. Arial or Verdana are good choices.

Characters: Upper and lower case are easier to read.

Size: Bigger is better. Keep your text large, preferably between 12 and 18 points, depending on the font (point size varies between fonts). Remember to consider your audience when choosing point size.

Weight: Medium heaviness, avoid thin or narrow font styles.

Paper Finish: Use a matte or non-glossy finish to cut down on glare.

Clean Design & Simplicity: Avoid graphics, patterns or complicated design background. Keep the notice clutter free.

Use assistive equipment or devices.

Staff may want to use assistive equipment or devices in communicating with customers with disabilities.

i.e. TTY, Bell Relay, Textnet, FM system.

See the [Assistive Devices Procedure](#) for additional information.

2. Flexibility

The standard does not specify a particular way to communicate with a person with a disability. Different ways will work for different people and in different circumstances. Be flexible and if you are uncertain ask your customer how you can assist him/her.

Tips:

- Provide communication in a way that is usable and meaningful to your customer.
- Offer various methods such as; phone, in-person, electronic, hard-copy, TTY (text phone), pictures, etc.
- Be patient, be clear, be concise, and be respectful.
- Provide a quiet environment and reduce background noise.
- Ensure adequate lighting.
- Say goodbye and thank you when customer service is completed.

APPENDIX “A”

Serving Customers who are Deaf or Hard of Hearing:

People who have hearing loss may be deaf or hard of hearing. Like other disabilities, hearing loss has a wide variety of degrees. Remember, customers who are deaf or hard of hearing may require assistive devices when communicating.

Tips:

- Always ask how you can help. Don't shout.
- Attract the customer's attention before speaking. The best way is a gentle touch on the shoulder or gently waving your hand.
- Make sure you are in a well-lighted area where your customer can see your face.
 - Look at and speak directly to your customer. Address your customer, not their interpreter.
 - If necessary, ask if another method of communicating would be easier, for example a pen or paper.
 - Don't put your hands in front of your face when speaking.
 - Be clear and precise when giving directions, and repeat or rephrase if necessary. Make sure you have been understood.
 - Don't touch or address service animals – they are working and have to pay attention at all times.
 - Any personal (e.g., financial) matters should be discussed in a private room to avoid others overhearing.
 - If a person uses a hearing aid, try to speak in an area with few competing sounds and reduce background noise.
 - Be patient, communication for people who are culturally deaf or deafblind may be different because their first language may not be English. It may be American Sign Language (ASL).

Respectful language

Remember to treat your customer with good manners and respect by using respectful language.

Avoid

Deaf, Hearing Impaired

Use

Person who is deaf.
Person who is hard of hearing (Person with hearing loss who communicates primarily by speech).
Person with a hearing loss.
A person who is deafened (deaf later in life)
When referring to the deaf community and their culture it is acceptable to use “the Deaf”.

| | |
|--------------------------|--------------------------------------|
| Deaf and dumb, deaf mute | A person who is deaf without speech. |
|--------------------------|--------------------------------------|

APPENDIX “A”

Serving Customers who are Deaf-Blind:

A person who is deaf-blind cannot see or hear to some extent. This results in greater difficulties in accessing information and managing daily activities. Most people who are deaf-blind will be accompanied by an intervenor, a professional who helps with communicating.

Intervenors are trained in special sign language that involves touching the hands of the client in a two-hand, manual alphabet or finger spelling, and may guide and interpret for their client.

Tips:

- Don't assume what a person can or cannot do. Some people who are deaf-blind have some sight or hearing, while others don't
- A customer who is deaf-blind might explain to you how to communicate with them or give you an assistance card or a note explaining how to communicate with them.
- Speak directly to your customer as you normally would, not to the intervenor.
- Identify yourself to the intervenor when you approach your customer who is deaf-blind.
- Don't touch or address service animals – they are working and have to pay attention at all times.
- Never touch a person who is deaf-blind suddenly or without permission unless it's an emergency.

Respectful language

Remember to treat your customer with good manners and respect by using respectful language.

Avoid

Deaf-Blind

Use

Person who is deaf-blind

APPENDIX “A”

Serving Customers with Vision Disabilities

Vision disabilities reduce one’s ability to see clearly. Very few people are totally blind. Many have limited vision such as tunnel vision, where a person has a loss of peripheral or side vision, or a lack of central vision, which means they cannot see straight ahead. Some can see the outline of objects while others can see the direction of light. Vision disabilities can restrict your customers’ abilities to read signs, locate landmarks or see hazards. In some cases, it may be difficult to tell if a person has a vision disability. Others may use a guide dog or white cane.

Tips:

- Identify yourself when you approach your customer and speak directly to them.
- Speak normally, clearly and be patient.
- Never touch your customer without asking permission, unless it’s an emergency.
- If you offer assistance, wait until you receive permission.
- Offer your arm (the elbow) to guide the person and walk slowly.
- Don’t touch or address service animals – they are working and have to pay attention at all times.
- If you’re giving directions or verbal information, be precise and clear. For example, when approaching a door or an obstacle, say so.
- Don’t just assume the individual can’t see you.
- Don’t leave your customer in the middle of a room. Show them to a chair, or guide them to a comfortable location.
- Identify landmarks or other details to orient your customer to the surroundings.
- Don’t walk away without saying good-bye.
- Be patient, things might take a little longer.

Respectful language

Remember to treat your customer with good manners and respect by using respectful language.

| Avoid | Use |
|----------------------------|---|
| Visually impaired or blind | Person who is visually impaired. Person who is blind. Person with vision loss. Person with low vision. |

APPENDIX “A”

Serving Customers with Speech or Language Disabilities

Some people have problems communicating. It could be the result of cerebral palsy, hearing loss, or another condition that makes it difficult to pronounce words, causes slurring or stuttering, or not being able to express oneself or understand written or spoken language. Some people who have severe difficulties may use communication boards or other assistive devices.

Tips:

- Just because a person has one disability doesn't mean they have another. For example, if a customer has difficulty speaking; don't assume they have an intellectual or developmental disability as well.
- If you don't understand, ask your customer to repeat the information.
- If you are able, ask questions that can be answered 'yes' or 'no'.
- Be patient and polite, and give your customer whatever time he/she needs to get his/her point across.
- Don't interrupt or finish your customer's sentences. Wait for them to finish.
- Patience, respect and a willingness to find a way to communicate are your best tools.

Respectful language

Remember to treat your customer with good manners and respect by using respectful language.

| Avoid | Use |
|-----------|--|
| Stutterer | Person with a speech impairment or impediment. |

APPENDIX “A”

Serving customers with Customers with Physical or Mobility Disabilities

There are many types and degrees of physical disabilities, and not all require a wheelchair. People who have arthritis, heart or lung conditions or amputations may also have difficulty with moving, standing or sitting. It may be difficult to identify a person with a physical disability.

Tips:

- Speak normally and directly to your customer. Don't speak to someone who is with them.
- People with physical disabilities often have their own ways of doing things. Ask before you help.
- Be patient. Customers will identify their needs to you.
- Don't touch assistive devices unnecessarily unless it's an emergency.
- Provide your customer information about accessible features of the environment (auto-doors, accessible washrooms, etc.)
- Remove obstacles and rearrange furniture to ensure clear passage.

Respectful language

Remember to treat your customer with good manners and respect by using respectful language.

| Avoid | Use |
|--|---|
| Disabled (the) | People with disabilities. |
| Physically Challenged | Person with a physical disability |
| Confined to a wheelchair, wheelchair bound | Person who uses a wheelchair |
| Handicapped <i>The term Handicapped may be used when referring to an environmental or attitudinal barrier as in “a person is handicapped by a set of stairs leading to the entrance.”</i> | Person with a disability. Person with a physical disability. |
| Differently Abled | Person with a disability |
| Cripple, crippled, lame, invalid | Person with a disability Person with a mobility impairment Person who walks with crutches/uses a walker/ uses a mobility aid |
| Victim of/suffers from/ stricken with arthritis, multiple sclerosis etc. | Person who has Multiple sclerosis. Person who has arthritis etc. |
| Birth defect, congenital defect, deformity | Person who has a congenital disability Person with a disability since birth. |

APPENDIX “A”

Serving Customers with Mental Health Disabilities

People with mental health disabilities look like anyone else. You won't know that your customer has a mental health disability unless you're informed of it. And usually it will not affect your customer service at all.

But if someone is experiencing difficulty in controlling their symptoms or is in a crisis, you may need to help out. Be calm and professional and let your customer tell you how you can best help.

Tips:

- Treat a person with a mental health disability with the same respect and consideration you have for everyone else.
- Be confident and reassuring. Listen carefully and work with your customer to meet their needs.
- If someone appears to be in a crisis, ask them to tell you the best way to help.

Respectful language

Remember to treat your customer with good manners and respect by using respectful language.

| Avoid | Use |
|--|---|
| Crazy, mental patient, mentally ill, insane, lunatic, psycho, neurotic, psychotic, maniac, unsound mind, schizophrenic | Person with a mental health disability. Person who has depression. Person with schizophrenia. |

APPENDIX “A”

Serving Customers with Intellectual or Developmental Disabilities

People with intellectual or developmental disabilities may have difficulty doing many things most of us take for granted. These disabilities can mildly or profoundly limit one’s ability to learn. You may not be able to know that someone has this disability unless you are told, or you notice the way people act, ask questions or use body language.

As much as possible, treat your customers with an intellectual or developmental disability like anyone else. They may understand more than you think, and they will appreciate you treating them with respect.

Tips:

- Don’t assume what a person can or cannot do.
- Use plain language and speak in short sentences.
- Make sure your customer understands what you’ve said.
- If you can’t understand what’s being said, don’t pretend. Just ask again.
- Provide one piece of information at a time.
- Be supportive and patient.
- Speak directly to your customer, not to their companion or attendant.

Respectful language

Remember to treat your customer with good manners and respect by using respectful language.

| Avoid | Use |
|---|--|
| Mentally retarded, mongoloid, idiot, simple, feeble minded, imbecile. | Person who has an intellectual disability. Person with a developmental disability. Person with Down Syndrome (only when directly relevant) |
| Autistic | Person with autism Person who has autism |
| Afflicted by cerebral palsy | Person who has cerebral palsy. |

APPENDIX “A”

Serving Customers with Learning Disabilities:

Learning disabilities can result in a host of different communications difficulties for people. They can be subtle, as in having difficulty reading, or more pronounced, but they can interfere with your customer’s ability to receive, express or process information.

You may not be able to know that someone has one of these disabilities unless you are told, or you notice the way people act, ask questions or use body language.

Tips:

- Patience and a willingness to find a way to communicate are your best tools.
- When you know that someone with a learning disability needs help, ask how you can best help.
- Speak normally and clearly, and directly to your customer.
- Take some time — people with some kinds of learning disabilities may take a little longer to understand and respond.
- Try to find ways to provide information in a way that works best for them. For example, have a paper and pen handy.
- If you’re dealing with a child, be patient, encouraging and supportive.
- Be courteous and patient and your customer will let you know how to best provide service in a way that works for them.
- Don’t interrupt or finish your customer’s sentences. Wait for them to finish.
- Patience, respect and a willingness to find a way to communicate are your best tools.

Respectful language

Remember to treat your customer with good manners and respect by using respectful language.

Avoid

Learning disabled or learning difficulty

Use

Person with a learning disability

Created: March 2010

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Authors:

Gayle Jones, Diversity & Accessibility Officer

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Assistive Devices Procedure

All staff shall ensure that accessible customer service is provided to all customers in accordance with this procedure and the City of Windsor Accessible Customer Service Policy.

A) What we need to do

1. Allow customers to use their own assistive devices to access City goods and services.
2. Provide customers with access to City owned assistive devices upon request.

B) What is an assistive device?

An assistive device is a tool, technology or other mechanism that enables a person with a disability to do everyday tasks and activities such as moving, communicating or lifting. It helps the person to maintain their independence at home, at work and in the community. (Refer to Appendix A for some examples of commonly used assistive devices)

C) Responsibilities: Customer's Own Assistive Device(s)

A customer with a disability may provide their own assistive device for the purpose of obtaining, using and benefiting from the City's goods and services unless otherwise prohibited by law (i.e.: health and safety reasons). In such situations the City may offer person with a disability other reasonable measures to assist him or her in obtaining, using and benefiting from the City's goods and services, where the City has such other measures available."

i) Etiquette and Respectful Customer Service

Many customers with disabilities will have their own personal assistive devices. Don't touch or handle an assistive device without permission.

Moving personal assistive devices

- a) If you have permission to move a person in a wheelchair remember to:
 - Wait for and follow the person's instructions;
 - Confirm that your customer is ready to move;

- Describe what you are going to do before you do it;
 - Avoid uneven ground and objects that create bumpy and unsafe ride; and
 - Practice consideration and safety – don't leave the person in an awkward, dangerous or undignified position such as facing a wall or in the path of opening doors.
- b) Do not move items or equipment, such as canes and walkers, out of your customer's reach.
- c) Respect your customer's personal space. Do not lean over them or on their assistive device.
- d) Let your customer know about accessible features in the immediate environment (automatic doors, accessible washrooms, etc.).

D) Responsibilities: Assistive Devices provided by the City

Assistive devices owned and operated by the City of Windsor will be available to assist with serving the customer's needs and requirements while utilizing the goods and services offered by the City of Windsor. An overview of some of the available assistive devices and where they can be found are outlined below:

TTY's:

What is it ? A TTY is a special device that lets people who are deaf, hard of hearing, or speech-impaired use the telephone to communicate by sending typed messages across phone lines.

Where can I find one? Human Resources, Parks Main Office, Social Services Main Office, and Career Development Services

Instructions: See "Appendix B" for instructions on how to use a TTY or Bell Relay Service.

Textnet:

What is it? Software program that allows customers who are deaf, deafened or hard of hearing to contact the 311 Call Centre directly online in a real time "chat" format.

How can customers use Textnet? Customers can access via the City of Windsor website, 311 online at <http://www.citywindsor.ca>

Where is it used? 311 Call Centre

- Pool lifts:** **Where can I find them?** Windsor Water World, Adie Knox, Gino A. Marcus, Central Pool, Lanspeary Pool, Remington Booster Pool, Atkinson Pool, MicMac Pool, Riverside Centennial Pool
- Elevators:** **Where can I find them?** 400 City Hall Square East, 350 City Hall West, WFCU, Windsor Water World, McKenzie Hall, Willistead, Huron Lodge
- FM system:** **What is it?** Portable device which assists customers who are hard of hearing. Used in a group or one on one situation. The listener can adjust the volume to a comfortable listening level and background noise and other environmental distractions are greatly reduced,
Where is it kept? Council Services (350 City Hall, 2nd Floor)
How can I book the FM system? Contact Karen Kadour, Committee Coordinator 255-6222 ext. 6430
Instructions: See “Appendix C” for instructions on how to use the system and book the system.
- Digital Recorder/
Audio Player:** **What is it?** Digital Recorder allows materials to be recorded into an audio format. Audio players enable people who are visually impaired or have a learning disability to listen to books or other materials.
Where is it kept? Council Services (350 City Hall, 2nd Floor)
How can I book it? Contact Karen Kadour, Committee Coordinator 255-6222 ext. 6430
- Tracker Microphone:** **What is it for?** Tabletop voice tracking microphone used along with a digital recorder in a meeting or group setting .
Where is it kept? Council Services (350 City Hall, 2nd Floor)
How can I book it? Contact Karen Kadour, Committee Coordinator 255-6222 ext. 6430

Closed Captioning: **Where is it located?** Real time closed captioning for people who are hard of hearing is available for viewers of Council meetings broadcast on TV Cogeco Cable.
Televisions are located in Council Chambers to allow attendees to access closed captioning.

**Wheelchairs/
Push Chairs:** **Where can I find them?** 400 City Hall Square East, WFCU, Huron Lodge

**Walkers/
Electric wheelchairs/
Scooters/ Mechanical lifts:** **Where can I find them?** Huron Lodge

**Specialized sporting
Equipment/
Bowling ramps:** **How Can I book these items?**
(Rental fees apply) See City website at:
<http://www.citywindsor.ca/001921.asp>

Details on how to use Assistive devices provided by the City

Appendix “B” - Instructions for TTY and Bell Relay Service
Appendix “C” - Instructions for the FM system

Created: March 2010

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Appendix “A”

What are some commonly used assistive devices?

There are a variety of assistive devices that some of your customers may use, depending on their disability. Many will be personal assistive devices, meaning they are owned and brought along by the individual, while others may be provided by your organization. The following are examples of some devices you may come across when serving your customers with disabilities:

People who have vision loss

- Digital audio player - enables people to listen to books, directions, art shows, etc.
- Magnifier - makes print and images larger and easier to read
- Portable global positioning systems (GPS) - helps orient people to get to specific destinations
- White cane - helps people find their way around obstacles

People who are Deaf, deafened, oral deaf, hard of hearing

- FM transmitter system or other amplification devices - boosts sound closest to the listener while reducing background noise
- Hearing aid - makes sound louder and clearer
- Teletypewriter (TTY) - helps people who are unable to speak or hear to communicate by phone. The person types their messages on the TTY keyboard and messages are sent using telephone lines to someone who has a TTY, or to an operator (Bell Relay Service) who passes the message to someone who doesn't have a TTY.

People who have physical disabilities

- Mobility device (e.g., a wheelchair, scooter, walker, cane, crutches) - helps people who have difficulty walking
- Personal oxygen tank - helps people breathe

People who have learning disabilities

- Electronic notebook or laptop computer - used to take notes and to communicate
- Personal data managers - stores, organizes and retrieves personal information
- Mini pocket recorders - records information for future playback

People who have intellectual/developmental disabilities

- Communication boards (e.g., a Bliss board) - used to pass on a message by pointing to symbols, words or pictures
- Speech generating devices - used to pass on a message using a device that “speaks” when a symbol, word or picture is pressed.

Appendix “B”

TTY’s and Bell Relay

What is a TTY and when do you use it?

TTY/TTY communication

A TTY is a special device that lets people who are deaf, hard of hearing, or speech-impaired use the telephone to communicate, by allowing them to type messages back and forth to one another instead of talking and listening. A TTY is required at both ends of the conversation in order to communicate.

Just type the message you want to send on the TTY's keyboard. As you type, the message is sent over the phone line, just like your voice would be sent over the phone line if you talked. You can read the other person's response on the TTY's text display.

TTY/ telephone communication

If you don't have a TTY, you can still call a person who is deaf, hard of hearing, or speech-impaired by using a Telecommunications Relay Service such as Bell Relay Service (BRS). With BRS, a special operator types whatever you say so that the person you are calling can read your words on his or her TTY display. He or she will type back a response, which the BRS operator will read aloud for you to hear over the phone. Toll free BRS service is available 24 hours a day, 365 days a year.

Where can I find a TTY within the Corporation?

The City of Windsor has TTY machines in the reception area of Social Services, Human Resources, Parks and Recreation Building (McDougall), and the Career Development Services Office.

How to use a TTY and the Telephone Relay Service

TTY (Teletypewriter) is a device that allows users to send typed messages across phone lines. Many people who are Deaf, deafened, hard of hearing, or who are deaf blind may use TTYs to call other individuals.

This device generally has a keyboard and display that lets the user send and receive typed messages over telephone lines. People who are deaf blind may use an additional large print or Braille display to read the typed messages.

A stand-alone TTY must communicate with another TTY. TTY users can directly call other TTY numbers or they can call a Relay Service. The Relay Service operator will receive the messages on a TTY and relay the messages, by standard phone, to a person who does not have a TTY. A standard phone user can also place a call through the Relay Service operator to a TTY user.

i) TTY Instructions:

1. Push the "ON" switch.
2. Push the *DISPLAY* switch if you wish to use the screen alone.
3. Place the telephone receiver on the TTY's rubber receptacles. Make sure that the receiver is firmly in place and that the telephone's receiver cord is on the *LEFT* side of the TTY.
4. Check the telephone indicator light; if it is lit, you have the line.
5. Dial the number, and watch the telephone light; if it is flashing slowly, this indicates that the device on the other end is ringing.
6. When the person you are calling answers, you will see a phrase appear on the screen such as: "Hello, this is Richard GA." The "GA" stands for Go Ahead -- Don't forget to use "GA" whenever you have finished what you are saying, so that the other person will know it is his/her turn.
7. When you wish the call to end and you wish to advise the other person, type GA or SK ("Stop keying"). The person will respond by "SK" if he/she agrees. Be courteous - wait until the other person indicates "SK" *before* hanging up.

Note:

- **The person who receives the call is always the one who starts typing first. Always switch the TTY "OFF" as soon as you have finished the call.**

ii) Bell Relay instructions

Standard telephone users can easily initiate calls to TTY users using Bell Relay Service. The operator will type your spoken words to the TTY user and read back their replies.

Cost

- There is no charge for local BRS calls.
- Long distance calls will be billed to the number you are calling from, as if you dialed the call directly without using the BRS.

Confidentiality

- All calls are kept strictly **confidential**. Only billing information is kept. No other record of the call is saved

Voice users

1. Dial 1-800-855-0511 to connect with a Bell Relay Service Operator. (BRS operator)
2. The BRS Operator will answer. Give the operator the area code and number you would like to call. **NOTE:** Though it is not a requirement to give the operator your name or the name of the person you are trying to reach, doing so helps the call go more smoothly when the operator connects to the person you are calling.
3. The BRS operator will dial the number and keep you informed, as you will not be able to hear it ringing.
4. The BRS operator will tell you when the TTY has answered and read what is typed followed by "go ahead".
5. "Go ahead" is your cue to begin speaking. Always finish by saying, "Go ahead" so the TTY user will know it is their turn to respond.

Tips for voice users

- Remember to speak directly to the TTY user, not to the BRS operator. Speak more slowly than usual as the BRS operator is typing in word for word what you are saying.
- Spell names.
- Always say, "Go ahead" when you are finished. Always wait for the TRS operator to say, "Go ahead" before speaking.

- Let the BRS operator know at the beginning of the call if you are familiar with the service.
- All calls are kept strictly confidential. Only billing information is kept. No other record of the call is saved

Extra options

Voice Carryover

- VCO (Voice Carryover) allows TTY users to speak directly with the person they are calling and to use the TTY to read the response.
- You must use your TTY to request VCO. To acknowledge your request, the BRS operator will type VCO ON GA (Go ahead).
- Pick up your handset and speak. When you are finished speaking, remember to say "GO AHEAD" and then return the handset to the TTY.
- Read the response. When you read GA, pick up your handset to reply.

Hearing Carryover

- HCO (Hearing Carryover) lets TTY users listen to the other person and use the TTY to type what they want to say.
- Use your TTY to request HCO. To acknowledge your request, the BRS operator will say HCO ON GA. You can pick up the handset to listen to the BRS announcement.
- Once you hear "GO AHEAD," return the handset to the TTY and begin to type your response. When you type GA, pick up your handset to listen.

Appendix “C”


FM listening system

What is it?


FM listening systems can help to make your meetings more accessible. FM systems are used to transmit sound from one person to another over distance. It consists of a transmitter, which picks up the voice from the speaker and sends it via radio waves, wirelessly, directly to the users FM receiver, which is connected to the headphones.

Background noise and other environmental distractions are greatly reduced, and the listener can adjust the volume to a comfortable listening level.

Operating instructions- RECEIVER



1. Remove the headphones from the case and unfold.
2. Plug headphone jack into the receiver jack on the top of the receiver. (There is a headphone symbol  beside it.)
3. Turn unit on by lifting up switch at side of receiver. A red light will display on top of receiver indicating that the unit is on. A blinking red light indicates no signal.

To adjust channel

On the top of the unit there is a CH  TOGGLE SWITCH. Turn it to the CH side. On the front of the receiver, the LED screen will display the current channel. (Channels range from 1 to 60) You must be on the same channel as the transmitter (microphone)

To change the channels use the black + and – buttons located below the LED screen.

To adjust the Volume

Set the CH  toggle switch on the top of the unit to  the volume level will display on the LED screen on the front of the unit. (The volume rises from 0-32). Use the black + and – buttons located below the LED screen to adjust the volume level.

Operating instructions- TRANSMITTER (microphone)

You can use the mini microphone (with lapel clip) of the conference microphone (triangle shape that sits on the table) with the transmitter.

Plug the jack from either microphone into the first jack on the top left of the transmitter. There is a microphone symbol beside it).

Turn the unit on by lifting the switch at the side of the transmitter. A red light will display on top of the transmitter indicating that the unit is on.

To adjust the channel

On the front of the transmitter, the LED screen will display the current channel. (Channels ranging from 1 to 60). The receiver must be on the same channel as the transmitter to function. To change the channels use the black + and – buttons located below the LED screen.

To set mute

Press down the mute button located on the far right corner of the transmitter. The red light will blink when the mute is on.

Service Animals Procedure

All staff shall ensure that accessible customer service is provided to all customers in accordance with this procedure and the City of Windsor Accessible Customer Service Policy.

A) Welcoming Service Animals: What We Need to do

Staff Responsibilities

1. If a guide dog or other service animal accompanies a person with a disability, staff shall ensure that the person is permitted to enter with the animal and keep the animal with him or her.
2. The person with the service animal shall be welcomed in the areas of City owned premises that are open to the public or third parties
3. Exceptions -- Service animals are not permitted
 - i. Where food preparation is being undertaken;
 - ii. As otherwise disallowed by law or City of Windsor by-law.

Customer's Responsibility

A customer with a disability who is accompanied by a service animal is responsible to maintain care, supervision and control of the animal at all times.

In the unlikely circumstance that the customer is unable to gain control of their service animal the customer shall:

Step One: Receive instruction from staff about their responsibility to maintain appropriate care, supervision and control of the animal at all times. Allow the customer opportunity to gain control and rectify the situation. In the event that the animal is acting in a manner that causes health and safety concerns (i.e.: acting in an aggressive manner), staff may proceed directly to step two.

Step Two: If the customer is unable to gain appropriate control of the service animal then staff may request that they remove the animal from the situation and/or area of concern until such time that

control is resumed. In such a situation the staff member shall use reasonable efforts to make sure other measures are available to enable the person with a disability to access the goods or services.

B) Guide dogs and Service animals: General Information

- Guide dogs are specially trained to assist a person who is blind.
- Service animals are animals that are specially trained to assist a person with a disability. They might open doors, pick up items, predict seizures, alert to sounds, etc. Service animals may be a dog or another type of animal.
- Service animals are not pets – they are working animals. Do not pet, make eye contact or talk to a service animal.
- Service animals provide a necessary service; they are allowed to be with their owner at all times, unless otherwise prohibited by law.

C) Identifying a Guide Dog or Service Animal

A service animal is an animal that is being used because of a person's disability and this is either readily apparent or is supported by a letter from a physician or nurse.

1) Readily Apparent Service Animals or guide dogs

It is usually readily apparent that an animal is a guide dog or a service animal. You might recognize an animal as a service animal because of its appearance or what it is doing.

Appearance: It may be readily apparent that an animal is a service animal if it is:

- a) wearing a harness /saddlebags, or
- b) has a sign that identifies it as a service animal, or
- c) has a certificate or identification card from a service animal training school, or
- d) has an identification card from the Attorney General of Ontario.

What the animal is doing: It may also be readily apparent if the person is using the animal to assist him or her in doing things such as opening doors or retrieving items etc.

When it is readily apparent that it is a service animal then there is no need to request verification. Allow the customer to regular access to the premises.

2) Not readily apparent that the animal is a service animal

If it is not readily apparent that the animal is a service animal, the person with the disability may be requested to provide documentation from a regulated health professional confirming that the person requires the animal for reasons relating to the disability.

- i) A member of the College of Audiologists and Speech-Language Pathologists of Ontario.
- ii) A member of the College of Chiropractors of Ontario.
- iii) A member of the College of Nurses of Ontario.
- iv) A member of the College of Occupational Therapists of Ontario.
- v) A member of the College of Optometrists of Ontario.
- vi) A member of the College of Physicians and Surgeons of Ontario.
- vii) A member of the College of Physiotherapists of Ontario.
- viii) A member of the College of Psychologists of Ontario.
- ix) A member of the College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario.

D) Exceptions to the Rule

As you already know, a person with the service animal shall be welcomed in the areas of City owned premises that are open to the public or third parties unless another law specifically states that the animal must be excluded or when by operation of another law the animal is excluded.

Exceptions to the rule -Service animals are not permitted:

- i. Where food preparation is being undertaken,
- ii. As otherwise disallowed by law or City of Windsor by-law.

Where a law excludes the animal from your premises you must still take steps to make sure other measures are available to enable the person with a disability to access your goods or services. You need to consider the needs of the person with a disability if his or her service animal is excluded. Explain to the individual why the animal is excluded and see what other arrangements can be made.

Some options to consider include:

- Bringing goods or services to the person in a part of your premises where the animal is not restricted;
- Work with the individual to find a mutually agreeable solution. i.e. determine another method of service that will lead to the result that the customer is seeking and still comply with the law.

Exception to the Rule #1: Where food is prepared, stored or sold

The Health Protection and Promotion Act states that animals are not allowed in places where food is manufactured, prepared, processed, handled, served, displayed, stored, sold or offered for sale. It does make an exception for service dogs to allow them to go where food is normally served, sold or offered for sale. Other types of service animals are not included in this exception.

A cooking class: Is a place where food is prepared and stored so service animals and guide dogs are excluded. Instead, the instructor should work with the customer to determine a mutually agreeable solution for providing the service while complying with the law.

Example: A friend of the customer might wait with the service animal in another area while the customer with a disability participates in the cooking class. Staff could offer assistance to individuals attending the class without their service animals. (i.e.: as sighted guides)

Exception to the Rule #2: Otherwise disallowed by law or by-law

Example: Restricted animal breeds

When a law or by-law exists that restricts certain breeds of animals or dogs from the municipality (i.e.: pit bulls) then that animal would be excluded from the premises by law, even if the animal were acting as a service animal.

Explain to the individual why the animal is excluded and see what other arrangements can be made to enable the person with a disability to access your goods or services.

E) Other Special Situations to Consider

1) Allergies: When you are serving a customer who has a service animal and there is another person present who has an allergy to animals

There may be rare circumstances where, for the reasons of health and safety of another person, allowing a person with a disability to enter premises and be accompanied by their service animal appears problematic. In such situations where another person's health and safety could be seriously impacted by the presence of a service animal on premises open to the public, the City should analyze options for safely allowing the service animal and meeting the health and safety needs of the other individual.

- Try to discuss the situation with both individuals to identify possible accommodations that could meet the needs of both.
- In general, people with allergies to animals are affected if they touch the animal or are in very close proximity for a lengthy period of time.
- Some of the options to consider may be:
 - a) creating distance between two individuals,
 - b) eliminating in-person contact,
 - c) changing the time the two receive service (if both are customers),
 - d) using and any other reasonable measures that would allow the person to use their service animal on the premises.

Please use your best efforts to consider the relevant factors and options in trying to find a solution that meets the needs of both individuals.

2) Health and Safety: If any other situation should arise where another person's health and safety could be seriously impacted by the presence of a service animal

The City should analyze reasonable options for safely allowing the service animal and meeting the health and safety needs of the other individual.

Created: March 2010

Last Updated: December 2017

Authors:

Gayle Jones, Diversity & Accessibility Officer

Alena Sleziak, Customer Service Coordinator

Support Persons Procedure

All staff shall ensure that accessible customer service is provided to all customers in accordance with this procedure and the City of Windsor Accessible Customer Service Policy.

A) Welcoming Customers with Support Persons- What we need to do

1. Staff must allow a customer with a disability to be accompanied by his or her support person while in areas of the premises that are open to the public or other third parties.
2. If there is a fee for admission there must be advance notice of the admission cost for support persons so that customers with disabilities know what to expect.

Fees for Support persons

a) No charge

There will be no admission fee/cost for support persons acting *strictly* in a support capacity regarding:

- Admission to City of Windsor run Activity Guide Programs
- Use of City of Windsor run recreation facilities for swimming and public skating,
- Fitness memberships (fitness centers and swim length memberships)

b) As Posted

When there is a ticket cost or a fee not covered above, the applicability of fees and the fee amount, if any, for support persons will be posted wherever corporate fees are posted. (e.g. On the website; in materials or signage where fees are posted)

This includes ticketed events, training, workshops, seminars and all other fees and/or admission costs not set out above.

B) Tips on interacting with a customer who has a support person

- A customer with a disability might not introduce their support person. If you are not sure which person is the customer, take your lead from the person using or requesting your goods or services or simply ask.

- Once you have determined who your customer is, speak directly to them, not to their support person.

C) Functions of Support Persons

The following chart contains some examples of functions performed by support persons:

| Customer with a Disability | Support Person's Functions |
|---|---|
| Customer who is deaf blind | To guide, to provide transportation and adaptive communication such as tactile or adapted American Sign language, large print notes, print on palm or two-handed manual signing |
| Customer who is deaf, deafened, oral deaf | To provide sign language or oral interpretation services - to translate conversation, not to participate in it |
| Customer with a learning disability | To help with complex communication or note-taking |
| Customer with an intellectual/ developmental disability | To help with travel, daily activities, prompting medication, complex tasks, or to keep them away from dangerous situations |
| Customer with a mental health disability | To help with communication tasks such as completing complex forms. To help in environments such as crowded, noisy settings or high-stress situations such as interviews |
| Customer with a physical disability | To provide services related to traveling, personal care such as toileting or eating, monitoring medical conditions |
| Customer with a seizure disorder | To assist in the event of a seizure (e.g. to protect the individual from falling) |
| Customer with a speech impairment who uses an | To relay or interpret the person's communications |

| Customer with a Disability | Support Person's Functions |
|--|----------------------------|
| augmentative or alternative communication system (symbol board, electronic communication system) | |
| Customer with vision loss | To read or to guide |

D) Special Situations to Consider

1) Confidential information

If you are going to be discussing confidential information with the customer who is accompanied by his or her support person, please receive instructions from the customer as to whether they would like the support person present during the discussion.

Example: A customer with a disability goes to an Ontario Works appointment along with her support person. Before discussing confidential information in front of the support person, the Caseworker seeks the consent of the customer to have the support person present while the confidential information is discussed.

2. Limited situations where a support person may be required

In very limited situations staff may **require** a customer with a disability to be accompanied by a support person when on the premises, but **only** if, after consulting with the person with a disability and considering available evidence, it is determined that:

- i) a support person is necessary to protect the health or safety of the customer or the health and safety of others on the premises.
- ii) there is no other reasonable way to protect the health or safety of the person with a disability and the health and safety of others on the premises.

Created: March 2010

Last Updated: December 2017

Authors:

Gayle Jones, Diversity & Accessibility Officer

Alena Sleziak, Customer Service Coordinator

Service Disruption Procedure

All staff shall ensure that accessible customer service is provided to all customers in accordance with this procedure and the City of Windsor Accessible Customer Service Policy.

A) What we need to do: Providing Notice of Service Disruption

1. A notice of temporary service disruption will be provided whenever any facility, technology or method that a person with a disability uses to access City goods and services is temporarily unavailable.
2. Temporary service disruptions can be either planned or unplanned.
 - i) Notices of planned service disruptions affecting access will be provided in advance of the disruption.
 - ii) If service disruptions are unplanned, notice will be provided as soon as possible after the disruption has been identified.

B) Who is Responsible

The department directly affected by or responsible for the facility, technology or method that is disrupted must communicate the disruption following the process as outlined below.

Departments must also ensure that employees are aware of the service disruption as well as what alternate methods are available to deliver the good or service to customers.

C) Manner of Notification

When temporary or unplanned disruptions occur to the City's services or facilities one or more of the following methods will be used to notify customers depending on the nature of the disruption:

i) Post a Notice

Service disruption notices should be posted at entrances or in a visible location as soon as possible.

Use the template and guidelines outlined below.

ii) Notify 311

Call or email 311 with the specific information regarding the service disruption.

CONTACT: Phone: 311
TTY: 1-866-488-9311
Email: 311@city.windsor.on.ca

iii) Notify Corporate Communications

Corporate Communications will determine what other means of communication may be required. This could include posting information on the website, media releases, email blasts or by any other methods that may be reasonable under the circumstances.

D) What Service Disruption Notices must include

All service disruption notices must include the following information:

1. Type of disruption
2. Reason for disruption
3. Anticipated duration of disruption
4. Description of alternative facilities/methods or services if any
5. Contact information

SEE SAMPLE NOTICE BELOW– at end of this procedure

Formatting Requirements:

Colour: Use high contrast colour such as black or dark blue text on a white background or white text on a black or dark blue background.

Font: Style: Arial or Verdana
Upper and lower characters

Size: Minimum 14 point size

Weight: Medium heaviness avoid thin or narrow font styles

Paper

Finish: Use a matte or non-glossy finish to cut down on glare.

Simple Avoid graphics, patterns or complicated design background

Design: Keep the notice clutter free.

E) Alternate Delivery of Service

If an unplanned disruption occurs, persons with disabilities should be accommodated by any alternate means available to deliver the goods and/or service to them.

For example:

- Provide alternate access where a ramp or elevator is not available.
- Provide information on another facility which may be open and at which a customer can access the good or service.
- Ask a customer with disabilities to let you know when they are coming so you can arrange to meet at another location – i.e. Lobby or another meeting room that is accessible
- Use Bell relay if a TTY machine is not working.

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Last Updated: December 2017

Authors:

Gayle Jones, Diversity & Accessibility Officer

Alena Sleziak, Customer Service Coordinator

NOTICE ELEVATOR OUT OF SERVICE

Indicate what is disrupted, why and the expected duration.

The elevator is under repair and is being serviced.

The estimated time of the service disruption will be from
_____ to _____.

Indicate the alternative services that are available:

(list) Example:

- The west elevator is available and is located through the double doors on your left.

Indicate whom to contact regarding this disruption.

For questions or additional information please contact:

Name

Phone number

Email

Fax number

Thank you for your patience in this matter.

Accessible Customer Service Feedback Procedure

All staff shall ensure that accessible customer service is provided to all customers in accordance with this procedure and the City of Windsor Accessible Customer Service Policy.

A) What we need to do

1. The City of Windsor recognizes that every person has the right to make a complaint, offer a suggestion or compliment us on the way we provide goods and services to people with disabilities.
2. Customers are invited to provide their feedback and receive a response in the manner most convenient to them.
3. Feedback will be logged into our Corporate Service Request system to ensure appropriate follow up and reporting. The CSR system is available to all employees online at 311online.ca
4. The Accessibility and Diversity Officer shall review all feedback pertaining to service expectations for persons with disabilities.
5. We will respond to all feedback in accordance to our Customer Service Standards.

B) How Customers Can Provide Feedback

Customers may provide feedback in any of the following methods:

By contacting 311 in the following ways:

- Telephone – 311
- TTY/TEXTNET: 1-866-488-9311
- FAX : 519-256-3311
- EMAIL: (311@city.windsor.on.ca)

Created: March 2010

Last Updated: December 2017

Authors:

Gayle Jones, Diversity & Accessibility Officer

Alena Sleziak, Customer Service Coordinator



- ONLINE: www.311online.ca
- a. In writing: City of Windsor
c/o Customer Service
Suite 410, 400 City Hall Square East
Windsor N9A 5T7
- b. In person at any service counter

C) How We Will Respond to Feedback

All feedback received will be entered into the Customer Service Request system and directed appropriately for action and or response.

Departments must ensure all feedback directed to them is completed.

The Accessibility and Diversity Officer will review all feedback pertaining to to service expectations for persons with disabilities and assist in the resolution or response to feedback as required.

Reports will be provided quarterly to the Windsor Accessibility Advisory Committee and the Accessibility and Diversity Officer for their review.

Feedback will be responded to in accordance with our Customer Service Standards.

- Written correspondence within 3 business days.
- Telephone correspondence within 2 business days.

D) How will Customers Know About our Feedback Process

Notice of the City of Windsor Feedback process will be made available.

- Online at www.citywindsor.ca
- By contacting 311 in the following ways
 - Telephone – 311
 - TTY/TEXTNET: 1-866-488-9311
 - FAX : 519-256-3311
 - EMAIL: (311@city.windsor.on.ca)
 - ONLINE: www.311online.ca
 - Through information available at service counters

APPENDIX A

How to Fill Out the Accessible Customer Service Feedback Request

When a customer advises that they wish to provide feedback on Accessible Customer Service, employees must fill out the Accessible Customer Service Feedback Request (SR).

STEP ONE:

Click on the 311 icon on Dashboard or on the City website at www.citywindsor.ca.

- 1) Click on 311online
- 2) Click on the drop down menu under TYPE and choose Accessible Customer Service Feedback

STEP TWO:

Fill out all sections of the service request.

NOTE: An email address must be included. Customers will receive an automatic notification of their tracking number. If the customer does not have email, the employee should enter his or her own corporate email. The service request will not work unless an email address is provided.

STEP THREE:

Once the Service Request has been logged, customers should be provided with the SR tracking number. This allows the customer to follow up on the status of their request either online or by calling 311.

What if you have trouble accessing the online form?

If employees experience technical difficulties when accessing 311 online, please print and fill out the attached feedback form.

Employees can ask if the customer wishes to fill out the form on their own or alternatively can offer to assist the customer in filling it out.

Advise the customer that they will be contacted with a SR tracking number and further information on their request once it has been entered into the system.



Accessible Customer Service Feedback Printable Form

Please check appropriate boxes and fill out sections.

1. Is the feedback a Concern or a Compliment
2. Is this feedback regarding a City owned facility or a City service?
Yes No Do Not Know
3. What is the name of the facility?

4. What does the feedback pertain to?
 - Accessible Communication
 - Assistive Devices
 - Service Animals
 - Service Disruptions
 - Support Persons
 - Other (*Please specify in the additional comments section below*)

5. What is the best way to contact you?
 - Email
 - Phone
 - Textnet/TTY
 - Other (*Please specify in the additional comments section below*)

6. Are you a City of Windsor employee logging this for a customer?

Yes

What is your name? _____

What is your Department? _____

No

Additional Comments

Customer Contact Information: *(This section is required)*

Name: _____

Address: _____

Postal Code: _____ Phone: _____

Email: _____

Date: _____ Time: _____

RETURN COMPLETED FORM TO:

In person: At any City of Windsor service counter

By mail: City of Windsor
Call Centre
Suite 410
400 City Hall Square East
Windsor N9A 5T7

By Fax: 519-256-3311

Alternate Format Documents Procedure

All staff shall ensure that accessible customer service is provided to all customers in accordance with this procedure and the City of Windsor Accessible Customer Service Policy.

A) Alternate Format Documents – What we need to do

- 1) The City of Windsor will provide a customer with a disability a document or information contained within a document in a format that takes into account the person's disability.
- 2) City of Windsor emergency procedures, plans or public safety information that are available to the public shall be made available in an accessible format or with appropriate communication supports as soon as possible upon request.
- 3) The City of Windsor will discuss available options with the customer and mutually agree upon the format to be used for the document or information.

B) Statement of Availability of Alternate Format Documents

The City of Windsor will indicate on the City's website, www.citywindsor.ca, that alternate formats are available upon request.

C) Types of Alternate Formats

The types of alternative formats available include:

- Large Print (14 point or larger)
- Braille
- Text only electronic file
- Audio format such as cassette or digital audio

D) How customers can obtain an Alternate Format Document

Customers may ask for an alternate format document by:

- a. Contacting 311 in the following ways:
 - Telephone – 311
 - TTY/TEXTNET: 1-866-488-9311
 - FAX : 519-256-3311
 - EMAIL: (311@city.windsor.on.ca)

- ONLINE: www.311online.ca, Click on *Accessible Alternate Format Document*

b. In writing or by CD: City of Windsor
c/o Call Centre
Suite 410, 400 City Hall Square East
Windsor N9A 5T7

c. In person at any service counter

E) How We Will Respond to Requests for Alternate Formats

Requests will be honoured in the most practical manner depending on the media chosen, the size and complexity of the document, the quality and source of the documents, the feasibility of the request and the number of documents to be converted.

If it is determined the format requested is not feasible then alternative methods of providing the information should be explored to satisfy the customer's needs.

1) Documents or Information Readily Available

Whenever practical, staff should provide an alternate format document or information to the customer immediately upon request. This would include documents that are readily available for printing or photocopying within departments or at service counters.

Example 1: A customer approaches a service counter and requests a large print copy of a page, simple brochure, flyer or brief document. Employees can ask the customer if a photocopy enlargement of the document would be sufficient and provide to the customer.

Example 2: A customer asks for a large print copy of a document that the department has on file electronically and that the font size can be easily changed. Employees can adjust the font size to suit the customer's needs and provide to the customer.

2)

Documents or Information Not Readily Available

When a customer asks for an alternate format of a document, not readily available within the department or at a service counter an Accessible Alternate Format Document Service Request must be completed. Employees can contact 311 on behalf of the customer by filling out an online service request ONLINE: www.311online.ca, Click on *Accessible Alternate Format Document*. Alternatively, if the customer prefers, they can contact 311 themselves.

Requests for alternate format documents will be entered into the Customer Service Request system and directed appropriately for action and/or response.

Alternate formats will be provided within a reasonable time frame (Generally within 10 business days)

Created: March 2010

Last Updated: December 2017

Authors:

Gayle Jones, Diversity & Accessibility Officer

Alena Sleziak, Customer Service Coordinator

APPENDIX A

How to Fill Out the Accessible Alternate Format Document Service Request

When a customer requests an alternate document format that is not readily available at a service counter, employees must fill out the Accessible Alternate Format Document Service Request (SR) if requested by the customer.

STEP ONE:

Click on the 311 icon on Dashboard or on the City website at

www.citywindsor.ca.

Click on 311online

Click on the drop down menu under TYPE and choose
Accessible Alternate Format Document

STEP TWO:

Fill out all sections of the service request.

NOTE: An email address must be included. Customers will receive an automatic notification of their tracking number. If the customer does not have email, the employee should enter his or her own corporate email. The service request will not work unless an email address is provided.

STEP THREE:

Once the Service Request has been logged, customers should be provided with the SR tracking number. This allows the customer to follow up on the status of their request either online or by calling 311.

What if you have trouble accessing the online form?

If employees experience technical difficulties when accessing 311 online, please print and fill out the attached feedback form.

Employees can ask if the customer wishes to fill out the form on their own or alternatively can offer to assist the customer in filling it out.

Advise the customer that they will be contacted with a SR tracking number and further information on their request once it has been entered into the system.



ALTERNATE FORMAT REQUEST Printable Form

1. What document are you requesting?

2. What format is being requested?

- Audio format (1) cassette or (2) digital audio
- Braille
- Large Print
- Text only electronic file
- Other *(Please specify in the additional comments section below)*

3. What is the best way to contact you?

- Email
- Phone
- Textnet/TTY
- Other *(Please specify in the additional comments section below)*

Additional Comments

Customer Contact Information: (This section is required)

Name: _____

Address: _____

Postal Code: _____

Phone: _____

Email: _____

Date: _____ Time: _____

RETURN COMPLETED FORM TO:

In person: At any City of Windsor service counter

By mail: City of Windsor
Customer Service
Suite 410
400 City Hall Square East
Windsor N9A 5T7

By Fax: 519-256-3311

Integrated Accessibility Standards Procedure

City of Windsor is required to have a policy governing how the organization achieves and maintains accessibility through meeting its requirements of the accessibility standards of the Integrated Accessibility Standards, Ontario Regulation 191/11 (IASR, O. Reg. 191/11) under the AODA. The AODA sets out General and Compliance requirements and has five accessibility standards:

1. Information and Communications Standards
2. Employment Standards
3. Transportation Standards
4. Design of Public Spaces Standards
5. Customer Service Standards

Windsor achieves compliance with the AODA and IASR through the following:

A) General Requirements:

i) Accessibility Planning

Windsor will establish, implement, maintain and document a multi-year accessibility plan in accordance with the AODA. The multi-year accessibility plan will outline the ways Windsor will prevent and remove barriers and meet the requirements of the standards developed under the AODA. The multi-year accessibility plan will be:

- Reviewed and updated at least every five years, and
- Established, reviewed and updated in consultation with persons with disabilities through the Windsor Accessibility Advisory Committee

An annual status report on the progress of measures taken to implement the multi-year accessibility plan will be prepared. The multi-year accessibility plan and accompanying status report will be posted to the City of Windsor website and provided in an accessible format upon request.

ii) Accessibility Policies

The AODA requires the City to maintain one or more policies governing how the organization will achieve the requirements of the IASR. The City must also make such documents available to the public, and in accessible formats upon request. The Respectful workplace Policy and its associated Procedures are adopted in compliance with this obligation.

iii) Procurement

Where possible, the City of Windsor will incorporate accessibility design, criteria and features when procuring or acquiring goods, services, and facilities. If it is not practicable to do so, staff will provide an explanation, upon request.

Ensuring accessibility is incorporated into all procurement activities is the primary responsibility of the divisions who manage these activities and contracts. Any third parties that provide goods, services and facilities on the City's behalf must ensure their staff has received appropriate training as required by the IASR.

iv) Self-Service Kiosks

Where possible, the City of Windsor will incorporate accessibility features when designing, procuring or acquiring self-service kiosks. If it is not practicable to do so, staff will provide an explanation, upon request.

v) Training

The City will ensure that the following persons receive training on the requirements of the Accessibility Standards referred to in the Regulation and on the Human Rights Code as it pertains to persons with disabilities.

i) All City employees and volunteers

ii) Any person who participates in developing the City's policies

iii) Any person who provides goods, services or facilities on behalf of the City.

Training will be provided as soon as practicable upon a person being assigned the applicable duties and on an ongoing basis in connection with changes to City policies governing the provision of goods, services or facilities to persons with disabilities. The training provided shall be appropriate to the duties of the employee, volunteer or third party and the City shall keep a record of the training provided, including the dates on which accessibility training took place.

B) Information and Communication Standards:

i) Feedback

Windsor has processes for receiving and responding to feedback on the manner in which the municipality provides goods, services and facilities to customers. The Corporation will ensure that these feedback processes are accessible to people with disabilities by providing or arranging for the provision of accessible formats or communication supports upon request, in accordance with the Information and Communications Standards.

ii) Accessible Formats and Communication Supports

The City of Windsor will provide or arrange for the provision of accessible formats or communication supports for people with disabilities upon request, in accordance

with the Information and Communications Standards. This will be done in consultation with the person making the request, in a timely manner that takes into account the person's accessibility needs and (if the original product has a cost) at a cost that is no more than the regular cost charged to other persons.

iii) Website and Web Content

Internet websites and web content controlled directly by the City of Windsor or through a contractual relationship that allows for modification of the product will conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level A and AA in accordance with the schedule set out in the Information and Communications Standards.

IASR Information and Communication Standards do not apply to products and product labels, unconvertible information or communications, and information that the City does not control directly or indirectly through a contractual relationship.

If the information or communication is determined to be unconvertible, the City must provide the person requesting the information or communication with:

- an explanation as to why the information or communications are unconvertible, and
- a summary of the unconvertible information or communications.

IV) Emergency Procedures, Plans or Public Safety Information

The City of Windsor will indicate on the City's website that its emergency procedures, plans or public safety information that are available to the public shall be made available in an accessible format or with appropriate communication supports as soon as possible upon request.

C) Employment Standards:

The City of Windsor will create an accessible work environment for all employees across the employment life cycle, in accordance with the requirements and timelines set out in the Employment Standards and existing requirements under the Ontario Human Rights Code to accommodate people with disabilities.

i) Recruitment, Assessment and Selection Process

The City of Windsor shall post information about the availability of accommodations for applicants with disabilities in its recruitment process. Job applicants who are individually selected for an interview and/or testing shall be notified that accommodations for material to be used in the process are available, upon request. The City shall consult with any applicant who requests an accommodation in a manner that takes into account the applicant's disability. Successful applicants shall

be notified about the City's policies for accommodating employees with disabilities as part of their offer of employment.

ii) Employee Supports

The City of Windsor will inform employees of our policies to support employees with disabilities, including the provision of job accommodations that take into account an employee's accessibility needs due to disability.

This information will be provided:

- to new employees as soon as practicable after they begin their employment; and
- to all employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.

iii) Accessible Formats and Communication Supports for Employees

Upon an employee's request, the City must consult with the employee to provide or arrange for the provision of accessible formats and communication supports for:

- information that is needed to perform the employee's job
- information that is generally available to employees in the workplace.

The City must consult with the employee making the request in determining the suitability of an accessible format or communications support.

iv) Workplace Emergency Response Information

The City will provide individualized emergency response information to employees who identify potential accessibility barriers when responding to emergency situations. If the employee requires assistance, the City must receive consent from the employee to provide the individualized emergency response information to the person(s) designated to provide assistance. The information must be reviewed when the employee moves to a different location, when the employee's accommodation needs change, when overall accommodation plans are reviewed and when the City reviews its general emergency response plan.

v) Individual Accommodation Plans

A written process for the development and maintenance of documented individual accommodation plans shall be developed for employees with disabilities. If requested, these plans shall include information regarding accessible formats and communication supports. If requested, the plans shall include individualized workplace emergency response information.

vi) Return to Work Process

The City shall have in place a documented return to work process for employees returning to work due to disability and requiring disability-related accommodations. This return to work process shall outline the steps that the City shall take to facilitate the return to work.

vii) Performance Management, Career Development, and Redeployment

The City will ensure employees with disabilities or individual accommodation plans are provided equitable access to career development, performance management and redeployment opportunities.

D) Transportation Standards:

Windsor is committed to providing accessible public transportation services in accordance with the applicable Provincial or Federal legislation.

i) Taxicabs

Owner and operators of taxicabs licensed by the City of Windsor are prohibited from charging additional fares or fees to persons with disabilities than for persons without disabilities and for the storage of mobility aids or mobility assistive devices. The City requires that taxicabs licensed by the City make available vehicle registration and identification information in an accessible format.

E) Design of Public Spaces Standards:

The City of Windsor will incorporate accessibility features when building new, or making planned significant alterations to existing, city-controlled public spaces, in accordance with the Design of Public Spaces Standards.

i) AODA Design of Public Spaces, Additional Requirements

In addition to technical design requirements for making public spaces accessible, the AODA also establishes requirements for service environments, maintenance of accessible elements and for the consultation of people with disabilities on accessibility of public spaces.

ii) Obtaining Services

When constructing or replacing service counters, fixed queuing guides and waiting areas, the AODA requires the City to make them accessible to people with disabilities.

iii) Maintenance of Accessible Elements

The AODA requires the City to develop and implement procedures for preventative and emergency maintenance and temporary disruptions of accessible elements in public spaces.

iv) Public Consultation

The AODA requires the City to provide opportunity for public consultation on the development or re-development of public spaces, including:

- recreation trails
- outdoor play spaces
- rest areas along exterior paths
- on-street parking.

F) Customer Service Standards:

The City of Windsor is committed to providing excellent customer service to people of all abilities in accordance with the requirements set out in the Integrated Accessibility Standards. When serving customers with disabilities, the Corporation will make reasonable efforts to:

- Provide its goods and services in a way that respects the dignity and independence of people with disabilities.
- Give people with disabilities the same opportunity to access our goods and services and allow them to benefit from the same services, in the same place and in a similar way as other customers.
- Communicate in a manner that takes into account the person's disability.

i) Assistive device(s)

A person with a disability may provide their own assistive device for the purpose of obtaining, using and benefiting from the Corporation's goods and services unless otherwise prohibited by law (i.e.: health and safety reasons). In such situations the City may offer person with a disability other reasonable measures to assist him or her in obtaining, using and benefiting from the Corporation's goods and services, where the Corporation has such other measures available.

Where applicable, assistive devices owned and operated by the Corporation will be available to assist with serving the customer's needs and requirements while utilizing the goods and services offered by the Corporation. Available assistive devices, and the procedure for accessing them, are outlined in the [City of Windsor Assistive Devices Procedure](#).

ii) Use of Service Animals

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. If a guide dog or other service animal accompanies a visiting person with a disability, the Corporation shall ensure that the person is permitted to enter the premises with the animal and keep the animal with him or her.

Exceptions to the rule

- Service animals will not be permitted:
- i. Where food preparation is being undertaken;
 - ii. As otherwise disallowed by law.

If a service animal is excluded by law, the Corporation will ensure that alternate means are available to enable the person with a disability to obtain, use or benefit from the Corporation's goods and services.

a) Care and Control of the Animal

A customer with a disability who is accompanied by a service animal must maintain care and control of the animal at all times.

b) Allergies

If a customer or staff member has a severe allergy to animals, which could result in health and safety concerns, the Corporation shall make reasonable efforts to meet the needs of all individuals.

More specific information related to service animals may be found in the *City of Windsor Service Animal Procedure*.

iii) Use of Support Persons

The Corporation is committed to welcoming people with disabilities who are accompanied by a support person. If a support person accompanies a visiting person with a disability, the Corporation shall ensure that both persons are entitled to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises.

If an amount is payable by a support person for admission to the premises or in connection with a support person's presence at the premises the Corporation shall ensure that notice is given in advance about the amount, if any, payable in respect of the support person by posting notice of fees for support persons wherever Corporate fees are posted.

a) When a Support Person may be required

In very limited situations staff may **require** a customer with a disability to be accompanied by a support person when on the premises, but **only** if, after consulting with the person with a disability and considering available evidence, it is determined that:

- i) a support person is necessary to protect the health or safety of the customer or the health and safety of others on the premises.
- ii) there is no other reasonable way to protect the health or safety of the person with a disability and the health and safety of others on the premises.

Refer to the [City of Windsor Support Person Procedure](#) for more detailed information.

iv) Notice of Temporary Disruption

Temporary disruptions in the Corporation's services and facilities may occur due to reasons that may or may not be within the Corporation's control or knowledge. The Corporation will make reasonable efforts to provide prior notice of planned disruptions if possible, recognizing that in some circumstances such as in the situation of unplanned temporary disruptions, advance notice will not be possible.

a) Information to be included in notice

The Corporation will make reasonable efforts to provide notice of the disruption to the public, including:

- i) information about the reason for the disruption;
- ii) its anticipated duration; and
- iii) a description of alternative facilities or services, if any, that may be available.

b) Manner of notification

When temporary disruptions occur to the Corporation's services or facilities, the Corporation will provide notice by:

- i) posting the information in visible places, and/or
- ii) on the Corporation's website, or
- iii) by any other method that may be reasonable under the circumstances as soon as reasonably possible.

More specific information about providing notice of service disruption is set out in the *City of Windsor's Accessible Service Disruption Procedure*.

v) Training for staff

a) Who must receive training?

The Corporation will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures.

b) Content of training

All training, regardless of format, will include:

- i) Instruction on the purposes of the AODA and all requirements set out in the standards;
- ii) Instruction on how to interact and communicate with people with various types of disabilities;
- iii) Instruction on how to interact with people with disabilities who use assistive devices or require the assistance of a guide dog, other service animal or a support person;
- iv) Instruction on how to use equipment or devices available at municipal premises or that are provided otherwise, that may help people with disabilities access municipal services, such as TTY telephones, elevators, lifts, accessible interactive kiosks or other technology; and
- v) Instruction on what to do if a person with a disability is having difficulty accessing municipal services.

c) When training will be conducted

The training will be provided to each person as soon as practicable after he or she is assigned the applicable duties. Training will also be provided on an ongoing basis in connection with changes to the policies, practices and procedures governing the provision of goods or services to persons with disabilities.

d) Information regarding training

The City will notify the public on its website that the information regarding the training including a summary of the content and when the training will be provided is available upon request.

e) Training records

The Corporation shall keep records of the training provided under this section, including the dates on which the training is provided and the number of individuals to whom it is provided.

vi) Feedback process

Comments on our services, regarding how well customer expectations are being met, are welcome and appreciated.

Feedback regarding the way the Corporation provides goods and services to people with disabilities can be made by a person with a disability in the manner deemed most convenient to them, such as in person, by telephone, TTY, Textnet, in writing or by delivering an electronic text by email or on CD or otherwise. More specific information about feedback procedures is set out in the *City of Windsor Feedback Procedure*.

vii) Notice of availability and format of documents

The Corporation shall notify persons to whom it provides goods or services that the documents required under this regulation are available upon request and in a format that takes into account the person's disability. This notice may be given by posting the information at a conspicuous place owned and operated by the Corporation, the corporate website and or any other reasonable method.

G) AAC and Responsibilities

i) Windsor Accessibility Advisory Committee

The Windsor Accessibility Advisory Committee is required under AODA. The mandate of the committee is to:

- provide advice to City Council on the requirements and implementation of AODA accessibility standards, preparation of accessibility reports, and other matters for which Council may seek advice
- perform other functions specified in the IASR, including to be consulted on:
 - the Multi-year Accessibility Plan
 - the proportion of on-demand accessible taxicabs required in the community
 - recreation trails
 - outdoor play spaces
 - rest areas, and
 - on-street parking spaces
- provide advice to City Council on the prevention and elimination of barriers faced by persons with disabilities in order to achieve accessibility with respect to City bylaws, policies, goods, services and programs, employment, facilities, buildings, structures and premises
- act as a liaison with external bodies on identifying, preventing and removing barriers to the participation of persons with disabilities in public life
- advance the achievement of social, cultural, and economic well-being of persons with disabilities.

ii) Responsibilities:

The City of Windsor will adopt policies as required under the AODA. The City of Windsor (including all Departments, Senior Management and Staff) will make sure that:

- All requirements of the Integrated Accessibility Standards under the AODA are met on an ongoing basis in accordance with the timelines set out in the regulation.
- Departmental policies, practices and procedures are aligned with all requirements of the Integrated Accessibility Standards under the AODA.
- Accessibility requirements related to implementation of this policy are part of the annual budget and planning processes.

iii) Non-Compliance with Policy:

Failure to comply with the AODA Regulations can result in administrative penalties as defined in Part V: Compliance of the Integrated Accessibility Standards, Ontario Regulation 191/11. Employees who fail to comply with this Accessibility Policy may be subject to disciplinary action, up to and including dismissal. Agents and volunteers who fail to comply with the policy may be subject to service termination.

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