

**APPENDIX “C”**

<b>ACCESSIBLE CUSTOMER SERVICE POLICY</b>			
<b>Effective Date</b>		<b>Policy Type</b>	Accessibility
<b>Responsibility</b>	Clerk	<b>Cross- Reference</b>	
<b>Approver</b>	Council	<b>Appendices</b>	Feedback Form

**Purpose**

The Town of Cochrane is committed to providing exceptional and accessible customer service to all members of the public, including people with disabilities. This policy outlines our approach to ensuring that our services are accessible and inclusive, in compliance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Integrated Accessibility Standards Regulation (IASR).

**Scope**

This policy applies to all employees, volunteers, contractors, and any other individuals who interact with the public or other third parties on behalf of The Town of Cochrane.

**Principles**

**Dignity and Independence**

We respect the dignity and independence of all individuals. We are committed to ensuring that people with disabilities receive services of the same high quality and standard as others.

**Integration and Equal Opportunity**

We strive to provide services in a way that integrates people with disabilities and gives them equal opportunities to obtain, use, and benefit from our services.

**Accessible Services**

**Communication**

We will communicate with people with disabilities in ways that take into account their disability. We will provide training to staff on how to interact and communicate with individuals who have various types of disabilities.

### **Assistive Devices**

We are committed to serving individuals who use assistive devices to obtain, use, or benefit from our services. We will ensure that our staff are trained and familiar with various assistive devices that may be used by individuals with disabilities while accessing our services.

### **Service Animals**

Service animals are welcome in all areas of our premises that are open to the public, except where prohibited by law. Employees and volunteers will be trained on how to interact with individuals who are accompanied by a service animal.

### **Support Persons**

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. If a fee is required for the support person, advance notice of the fee will be provided.

### **Notice of Temporary Disruptions**

In the event of a planned or unexpected disruption to services or facilities usually used by people with disabilities, The Town of Cochrane will promptly notify the public. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. The notice will be placed at all public entrances and at the location of the disruption, and on our website.

### **Training**

We will provide training to all employees, volunteers, and others who interact with the public or third parties on our behalf. This training will include:

An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.

The Town of Cochrane's accessible customer service policies and procedures.

How to interact and communicate with people with various types of disabilities.

How to interact with people who use assistive devices, require the assistance of a service animal, or are accompanied by a support person.

How to use any equipment or devices available on-site that may help with providing goods or services to people with disabilities.

What to do if a person with a disability is having difficulty accessing The Town of Cochrane's services.

### **Feedback Process**

We welcome feedback on how we provide accessible customer service. Feedback can be submitted in the following ways:

By email: [Your Email Address]  
By phone: [Your Phone Number]  
In person: [Your Office Address]  
By mail: [Your Mailing Address]

All feedback will be directed to the Clerk. Complaints will be addressed according to the municipal complaint policy.

### **Modifications to This or Other Policies**

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities. Any policy that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

#### **Contact Information**

For more information about this policy or to request accommodations, please contact:

Clerk

Email: [clerk@cochraneontario.com](mailto:clerk@cochraneontario.com)

Phone: 705-272-4361

Address: 171 Fourth Avenue  
Cochrane, ON  
P0L 1C0