



INCLUSION SERVICES AT YOUR SERVICE

ACCESSIBILITY AND CUSTOMER SERVICE



October 2017



A brief overview of the accessibility standards

The Accessibility for Ontarians with Disabilities Act, 2005 will make Ontario more accessible by 2025. All businesses and organizations in Ontario are required to meet certain accessibility standards in five key areas: **customer service, information and communication, employment, transportation and the design of public spaces.**

The Integrated Accessibility Standards, Ontario Regulation 191/11 is where you will find all of the requirements for the five accessibility standards.

Accessible Formats & Communication Supports

Alternatives to standard print are often referred to as accessible formats (i.e. large print, text only, braille). Tools to help with communication are referred to as communication supports (i.e. TTY, American Sign Language interpreter/ASL). A person with a disability may request an accessible format or communication support. Upon request, we will work with the customer to arrange for the request.

Assistive Devices

Assistive devices help people do daily tasks, and can include wheelchairs, walkers or recording machines. We welcome assistive devices in all city facilities.



Do not pretend to understand if you have not.

Simply ask the person with a disability to repeat themselves. If you understood part of what was said please rephrase what you have understood so that the person with a disability will only need to repeat back the piece that you did not understand.

Do not touch or distract service animals.

They are working and need to stay focused on their task.

Do not touch or move assistive devices without permission.

These items are a part of the person's personal space.

Consider accessibility when planning a meeting or event.

Consider the location, the signage, materials distributed at the event (handouts, brochures, etc.) or if ASL or assistive devices are required.

Keep obstacles out of the way.

Ensure that there are no tripping hazards and that pathways are kept clear.

A checklist for providing excellent customer service

Offer respect and consideration.

Treat people with disabilities with the same respect and consideration you would give to anyone else.

Get to know the person's needs/be patient and take the necessary time.

Listen to what the person is saying, just as you would with anyone else. Sometimes it may take a person with a disability a little bit longer to express themselves (i.e. they may be using a communication device).

Importance of using person-first language.

Using people-first language is respectful as it emphasizes the person and not the disability (i.e. say a "person with a disability" rather than "a disabled person").

Speak directly to the person.

Speak directly to the person with a disability, not to his or her support person or interpreter.

Speak in your regular tone of voice.

People with disabilities will tell you if you need to speak louder.

Ask before you offer help.

People with disabilities can tell you the best way you can help them. A person with a disability may have an established routine of how to do something therefore, please ask first before offering to help.



Customer Feedback

Feedback from a customer about the delivery of goods, services or facilities to persons with disabilities may be submitted by telephone, in person, in writing, in electronic format, through TTY or through other methods to accommodate a person's disability. We welcome customer feedback.

Notice of Temporary Disruptions

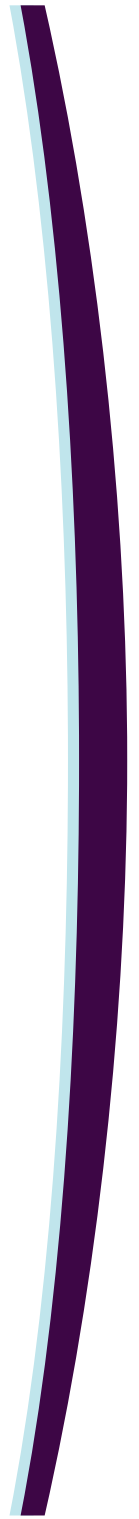
Temporary disruptions may occur to goods, services or facilities. Notices of temporary disruptions are posted on the City website. In the event of an unplanned temporary disruption a notice should be posted at the location and must include the reason for the disruption, it's anticipated duration and a description of alternative facilities or services, if any, that are available. We will notify the public of temporary disruptions, as soon as possible.

Service Animals

Service animals are used for many different reasons, including mobility assistance, sound alert, and autism assistance. We welcome service animals in all city facilities.

Support Persons

A Support person may provide service to an individual requiring assistance with mobility, guidance for persons with sensory disabilities (hearing/sight), personal care, medical needs or other reasons. We welcome support persons in all city facilities.



We have an Accessibility Policy.
We have an Accessibility Plan.
We provide Annual Status updates.



Please visit www.kitchener.ca/inclusion
or www.waterloo.ca/inclusion to view our
Accessibility Policy, Accessibility Plan
and Annual Status update.

Who to contact for additional assistance

Accessibility and customer service is everyone's concern. If you encounter circumstances where you feel that you need additional assistance, please contact your supervisor, or

City of Kitchener/City of Waterloo Inclusion Services

Phone: 519-741-2200 ext. 7225

TTY: (system for deaf and hard of hearing callers) 1-866-969-9994

Email: access@kitchener.ca

Alternate formats of this brochure are available upon request, please contact Inclusion Services.

