

# THE CORPORATION OF THE TOWNSHIP OF WILMOT 2010 MUNICIPAL ACCESSIBILITY PLAN



Reviewed by Wilmot Accessibility Advisory Committee: May, 2010

Adopted by the Council of the Corporation of the Township of Wilmot: 2010

**ACKNOWLEDGEMENTS**

The Township of Wilmot would like to thank its Wilmot Accessibility Advisory Committee for its guidance and advice in the development of the Township's 2010 Municipal Accessibility Plan.

Wilmot Accessibility Advisory Committee

Donna Hartzler – Chair

Rob Bender

Garry Gibbons

Staff Liaison: Andrew Martin – Planner/EDO

Scott Nancekivell – Director/Facilities & Recreation Services

Barbara McLeod – Accessibility Co-ordinator

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## **PART 1 BACKGROUND AND PURPOSE**

The Township of Wilmot is pleased to present its annual accessibility plan in accordance with the requirements of the Ontarians with Disabilities Act, 2001 (ODA, 2001). The purpose of the 2010 Municipal Accessibility Plan is to identify, remove and prevent barriers to people with disabilities and to make the public aware of the Township's ongoing initiatives regarding accessibility matters; to establish goals and objectives, and to comply with provincial accessibility legislation.

The Township of Wilmot is dedicated to promoting a barrier-free Township for employees, citizens and all who live, work, visit and invest in Wilmot.

### **PROVINCIAL LEGISLATION**

#### *Ontarians with Disabilities Act S.O. 2001, C. 32 (the "ODA")*

The Ontarians with Disabilities Act became law on December 4, 2001. The purpose of the ODA is to improve opportunities for persons with disabilities and to provide for their involvement in the identification, removal and prevention of barriers. Under the Ontarians with Disabilities Act, Ontario government ministries; municipalities; hospitals; school boards; colleges; universities and public transportation organizations are required to develop annual accessibility plans to make policies, practices, programs, services and buildings more accessible to people with disabilities. The Act requires that municipalities establish an Accessibility Advisory Committee, which must have a majority of members who are persons with disabilities. Advice must be obtained from the Committee on the contents of the plans. The plans must be made available to the public.

#### *Accessibility for Ontarians with Disabilities Act, S.O. 2005, C.11 (the "AODA")*

The Accessibility for Ontarians with Disabilities Act became law on June 13<sup>th</sup>, 2005. The purpose of the AODA is to make Ontario accessible through implementation and enforcement of regulated accessibility standards related to goods, services, facilities, employment, accommodation and buildings, structures and premises. The AODA provides for the development of these standards in order to achieve accessibility for Ontarians with disabilities with a targeted goal date of January 1, 2025. The province will establish a process to develop and implement all accessibility standards necessary to achieve the purposes of the Act.

At the time of this plan, the first of five proposed service standards under the Act is now the law. (*Regulation 429/07 - Provincial Customer Service Standards*). Until all of the proposed standards are proclaimed, the *Ontarians with Disabilities Act 2001* will remain in effect, and government ministries and all other affected public sector organizations will continue to have planning obligations in accordance with that legislation.

## **POPULATION AND OVERVIEW OF THE TOWNSHIP OF WILMOT**

Formed in 1850, The Township of Wilmot is located in the Region of Waterloo and is a lower tier rural/urban mix municipality with a history deeply rooted in its rural past. It includes the Settlement Areas of New Hamburg, Baden, New Dundee, St. Agatha, Mannheim, Lisbon, Petersburg, Foxboro Green, Morningside, Philipsburg, Haysville, Wilmot Centre, Shingletown, Sunfish Lake and Luxemburg. Wilmot has grown to a population of approximately 18,500 residents while retaining its strong sense of community.

## **WILMOT ACCESSIBILITY ADVISORY COMMITTEE**

The Wilmot Accessibility Advisory Committee is an advisory committee of the Council of The Corporation of The Township of Wilmot. A recruitment process is commenced at the beginning of each new Council term and the members are appointed by Council. The term of office for the members of the Committee is concurrent with the term of Council. (Four years). The Committee advises Council on accessibility issues, including the annual accessibility plan, in accordance with the legislative requirements of the Ontarians with Disabilities Act.

The Committee reviewed the 2010 Wilmot Accessibility Plan and provided their input into its development prior to the presentation to Council for final adoption.

## **COMMUNICATION OF THE WILMOT PLAN**

Once the 2010 Accessibility Plan is approved by Wilmot Township Council, it will be made available on the township's website. [www.wilmot.ca](http://www.wilmot.ca). Copies of the Plan will be printed and provided by the Township Clerk's Department. Alternative formats will be available upon request. Communication of the Plan will be provided to local media, and an insert placed in the New Hamburg Independent and Baden Outlook. As policies, procedures and technical guidelines develop, they too will be placed on the website.

## **MAIN CONTACTS**

The main contact for inquiries regarding the municipality's accessibility plan, or issues related to access for persons with disabilities is:

Barbara McLeod, Clerk  
60 Snyder's Rd. W. Baden, ON  
N3A 1A1  
(519) 634-8444 Ext 228  
[barb.mcleod@wilmot.ca](mailto:barb.mcleod@wilmot.ca)

Donna Hartzler, Chair  
Wilmot Accessibility Advisory Committee  
(519) 662-3978  
[dhartzler@rogers.com](mailto:dhartzler@rogers.com)

## **CONCLUSION**

Accessibility legislation has municipalities across the province working to improve access for persons with disabilities. In preparation for the new Accessibility for Ontarians with Disabilities Act and its impact on municipalities, the Township of Wilmot is committed to identifying, addressing and removing barriers, ensuring full access to our community. Wilmot Township will continue to develop plans and support initiatives, taking a leadership role in achieving and setting an example for the private sector in terms of access and integration, in accordance with provincial legislation.

**2010 GOALS AND ACTIONS**

**1. INFORMATION AND COMMUNICATION BARRIERS**

**a) ACCOMODATIONS FOR PERSONS WHO ARE DEAF, DEAFENED OR HARD OF HEARING IN MUNICIPAL SERVICES**

Goals:

- to proactively investigate and establish formal practices to accommodate persons who are deaf, deafened or hard of hearing in municipal services

Actions:

- Clerk’s office will engage ASL interpreters through the Canadian Hearing Society on an as needed basis for public meetings of Township-wide interest.
- TTY: A new telephone system with computer-based technology was installed in 2009 in the municipal administration office. The TTY component of the new system will be installed in 2010.

**b) CORPORATE COMMUNICATIONS – ALTERNATE FORMATS**

Goals:

- To provide municipal information in ‘alternate formats’ to residents with disabilities.

Actions:

- The Township developed a policy in 2010 for responding to requests for information in alternate formats. The policy is attached as Schedule “A”.

**2. TECHNOLOGICAL BARRIERS**

Goals:

- To improve the Township’s website accessibility for the disabled.

Actions:

- Staff will investigate WC3 standards with the goal of improving website accessibility.

3. POLICY/PRACTICE BARRIERS

Services:

Recreation Initiatives:

Wilmot Township offers a Personal Attendant for Leisure (PAL) Card program. Currently, the program is only offered at Wilmot Community Pool and is administered by aquatics staff. The program allows free admission to PAL card holders when accompanying a person in need of assistance. In 2010, the program will be expanded to include public skating at the new recreation complex as well. The availability of a PAL Card will be advertised in the municipal information pages of the Wilmot Recreation Guide and will be included on the website as well.

Facility Design

The Township of Wilmot provides accessible facilities for all residents to enjoy. To ensure existing facilities meet with today's standards, the Wilmot Accessibility Advisory Committee visits and inspects every municipally owned facility in the Township annually and are consulted on facility design prior to new construction.

Snow Clearance:

Property owners/occupants in Settlement Areas of the Township are required under By-law No. 84-72 to clear the sidewalk that is adjacent to their property of snow and ice. Enforcement staff respond to public commentary and complaints as received. Municipally-owned properties are maintained by Township staff.

Accessible Parking:

Wilmot Township established By-law No. 2003-56 regarding accessible off street parking. A minimum provincial fine of \$300 has been approved by the Attorney General for any violators found parking, setting or standing in a space marked for disabled parking.

Building Design:

The Township of Wilmot site plans for new municipal buildings or building additions are reviewed by the Wilmot Accessibility Committee.

Emergency Evacuation:

The Red Cross audited emergency evacuation centres for accessibility in 2006. The facilities that were audited were: Waterloo Oxford & District Secondary School, St. Agatha Community Centre, New Dundee Public School and New Hamburg Community Centre and Arena.

Election Accessibility:

Goals

- Define areas where accessibility can be improved throughout entire election process

Actions

- Develop policies relevant to access and include as part of orientation training for election staff

#### 4. PHYSICAL/ARCHITECTURAL BARRIERS

**Municipal Facilities:**

The Wilmot Accessibility Advisory Committee toured the facilities and parks owned by Wilmot Township and noted any physical barriers. The results are with the Facilities Services staff for implementation. A list of facilities and parks owned by the Township of Wilmot is attached as Schedule “B”.

In 2007 the Township of Wilmot constructed Phase I of the Wilmot Recreation Complex, a new state of the art multi purpose facility. The facility was constructed with barrier free provisions for accessibility. The facility design includes barrier free entrance with automated sliding doors at the south entrance, elevator access to the upper level, accessibility ramp to the arena seating areas, access to the seating areas by power operated doors, designated areas for those in wheelchairs to view activities on the arena floors. The facility also includes barrier free washroom facilities on the upper and lower levels which include accessible counters and fixtures, and angled/sloped mirrors. Directional signage includes Braille for the visually impaired. Parking for the current facility includes 8 accessible parking spots.

Phase II of the Wilmot Recreation Complex which is being constructed in 2010/11, has also been designed to be barrier free. Phase II of the Wilmot Recreation Complex will exceed the number of barrier free provisions required by law. Phase II will include an additional/2nd elevator, power operated doors at each of the access points to Phase I of the facility, extra barrier free shower stalls, extra barrier free change stalls, additional barrier free washrooms/change rooms immediately off the pool deck including barrier free counters and fixtures, extra barrier free parking stalls, wider walking lanes on the walking track, handrails on the walking track, extra barrier free seating areas in the pool for both levels, a deeper covered canopy at the North entrance, power operated doors at the additional south entrance and the north entrance of the facility. In the Aquatic Centre both pool tanks will be accessible. The competitive pool tank will have an access ramp with handrails leading down into the tank. The leisure pool will have a beach entry with handrails as well.

#### 5. ATTITUDINAL BARRIERS

**Actions:**

- **Customer Service Standards:**  
The first standards under the AODA are the Accessibility Standards for Customer Service, Ontario Regulation 429/07. Designated public sector organizations are required to comply with the standard by January 1, 2010. This standard is the law and obligated organizations must comply with the standards and report on compliance by a deadline of March 31, 2010.

## Wilmot Township 2010 Municipal Accessibility Plan

In 2009, Wilmot Township established its Customer Service Standards Policy which was adopted by Council on April 27, 2009. All requirements of the new standards have been complied with by the Township and the policy is available on the township's website or upon request by any person.

### 6. 2011 OBJECTIVES

#### a) POLICY/PRACTICE BARRIERS

##### Goals:

- Review of proposed Building/Environment/Information and Communication/Transportation Standards for content and impact to Wilmot Township

##### Actions:

- Develop policies/practices compliant with upcoming legislation for Wilmot Township, implement

#### b) PHYSICAL BARRIERS

##### Goals:

- Review all facilities/parks within Township for potential barriers

##### Action

- Wilmot Accessibility Advisory Committee to conduct tour; identify access issues or barriers and present findings to Director of Facilities and Recreation Services; include as input to 2011 Accessibility Plan

#### c) SNOW CLEARANCE BARRIERS

##### Goals:

- Investigate individuals and firms who provide assistance to people with disabilities with respect to snow clearing services

##### Actions:

- Clerk's Department to provide link on website and in tax newsletters of said services

**SCHEDULE "A"**

**ALTERNATE FORMATS POLICY**

The Township of Wilmot will respond to requests for documents in alternate format on a case-by-case basis.

The fee to obtain a document in alternate format shall be the same as the fee the resident would pay for the unaltered document.

The Township will use a cost effective approach in the generation of documents in alternate format. The Township will produce information in Braille through an external organization; on computer diskette and in large print.

All requests for information in alternate formats or plain text received by the Township shall be treated in a confidential manner.

**SCHEDULE “B”**

**MUNICIPAL ADDRESSES**

**P A R K S**

**Baden ≈**

**Sir Adam Beck Park  
215 Snyder’s Road East  
Baden**

**Livingston Square  
Administrative Complex  
60 Snyder’s Road West  
Baden**

**Linear Park  
Schneller Drive  
- located on Schneller Drive  
Baden**

**Shantz & Livingston Blvd.  
- corner of Shantz Drive  
and Livingston Blvd.  
Baden**

**Haysville ≈**

**Haysville Park  
3433 Huron Road  
Haysville**

**Mannheim ≈**

**Anna Tuerr Park  
Milne Drive  
Mannheim**

**Mannheim Community Park  
1476 Mannheim Road  
Mannheim**

**New Dundee ≈**

**New Dundee Community Park  
Main & Bridge Streets  
New Dundee**

**New Dundee Optimist Parkette  
Main and Alderside Drive  
New Dundee**

**P A R K S ( continued )**

**New Hamburg ≈**

**Wilmot Township Arboretum  
Waterloo Street  
New Hamburg**

**Constitution Park  
Hincks Street  
New Hamburg**

**Greenwood Park  
Greenwood Drive  
New Hamburg**

**Heritage Park  
75 Hunter Street  
New Hamburg**

**Kirkpatrick Park  
Wilmot Street  
New Hamburg**

**Norm S. Hill Park  
251 Jacob Street  
New Hamburg**

**Optimist Youth Park  
Bier Crescent  
New Hamburg**

**William Scott Park  
75 Hunter Street  
New Hamburg**

**Riverside Park  
Riverside Drive  
New Hamburg**

**Petersburg ≈**

**Petersburg Park  
1338 Notre Dame Drive  
Petersburg**

**St. Agatha ≈**

**Sararas Park  
St. Ann Avenue  
St. Agatha**

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**St. Agatha Community /  
Lions Park  
1793 Erb's Road  
St. Agatha**

**Wilmot Centre ≈  
Oasis in the Centre  
Bleams Road and  
Wilmot Centre Road**

**FACILITIES**

**Baden ≈  
Centennial Hall  
35 Beck Street  
Baden**

**Township Of Wilmot Administration Complex  
60 Snyder's Road West  
Baden**

**Wilmot Recreation Complex,  
1291 Nafziger Road  
Baden**

**Wilmot Seniors Woodworking & Craft Shop  
35 Beck Street  
Baden**

**Waterloo Regional Public Library  
Baden Branch  
115 Snyder's Rd. East  
Baden**

**Baden Fire Hall  
99 Foundry St  
Baden ON N3A 2P9**

**Township of Wilmot Roads Operations  
2719 Sandhills Road  
Baden**

**Haysville ≈  
Haysville Community Centre  
3433 Huron Road  
Haysville**

**Mannheim ≈  
Mannheim Community Centre  
1476 Mannheim Road  
Mannheim**

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**New Dundee** ≈

**New Dundee Community Centre  
1028 Queen Street  
New Dundee**

**New Dundee Fire Hall  
55 Front St  
New Dundee ON N0B 2E0**

**New Hamburg** ≈

**New Hamburg Municipal Building  
121 Huron Street  
New Hamburg, Ontario**

**New Hamburg Memorial Complex  
251 Jacob Street  
New Hamburg**

**Wilmot Community Pool  
439 Waterloo Street  
New Hamburg**

**Waterloo Regional Public Library  
New Hamburg Branch  
145 Huron Street,  
New Hamburg**

**New Hamburg Fire Hall  
121 Huron St  
New Hamburg ON N3A 1K1**

**St. Agatha** ≈

**St. Agatha Community  
Centre,  
1793 Erb's Road  
St. Agatha**



## **ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE POLICY**

### **1. BACKGROUND**

The Accessibility for Ontarians with Disabilities Act 2005 (AODA) was passed by the Ontario legislature with the goal of creating standards to improve accessibility across the province.

The AODA allows the government to develop specific standards of accessibility that are designed to help make Ontario more accessible.

One of the specific standards that has been developed, and made law, is the Accessible Customer Service Standard. This standard details specific requirements for all service providers.

In general, providers must deliver service in a way that preserves the dignity and independence of people with disabilities. Providers must also integrate services and equal opportunity.

### **2. PURPOSE**

The purpose of this Customer Service Standards Policy is to fulfill the requirements set out in regulation 429/07 to establish a policy for the Township of Wilmot for governing the provision of its goods or services to persons with disabilities.

### **3. STATEMENT**

The Township of Wilmot provides goods, and services to all residents, including those with disabilities. Every effort will be made to ensure the following:

- The goods or services will be provided in a manner that respects the dignity and independence of persons with disabilities.
- The provision of goods or services to persons with disabilities, and others, will be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or services.
- Persons with disabilities may use assistive devices and/or support persons in the access of goods and services.

- That the Township of Wilmot employees when communicating with a person with a disability shall do so in a manner that takes into account the person's disability.

#### 4. APPLICATION

This policy shall apply to every person who deals with members of the public or other third parties on behalf of the Township of Wilmot, whether the person does so as an employee, agent, volunteer or otherwise.

#### 5. DEFINITIONS

"**Accessibility Coordinator**" shall mean the person appointed by Council as Accessibility Coordinator for the Township of Wilmot.

"**Assistive devices**" shall mean an auxiliary aid such as communication aids, cognition aids, personal mobility aids and medical aids (i.e. canes, crutches, wheelchairs, or hearing aids).

"**Disabilities**" shall mean the same as definition of disability found in the Ontario Human Rights Code.

"**Employees**" shall mean every person who deals with members of the public or other third parties on behalf of the Township of Wilmot.

"**Persons with Disabilities**" shall mean those individuals that are afflicted with a disability as defined under the Ontario Human Rights Code.

"**Service Animals**" shall mean any animal individually trained to do work or perform tasks for the benefit of a person with a disability.

"**Support persons**" shall mean any person whether a paid professional, volunteer, family member, friend to who accompanies a person with a disability in order to help with communications, personal care or medical needs or with access to goods or services.

#### 6. EXCLUSIONS

This Accessibility Customer Service Standards Policy shall not apply during any period where Council has declared a "State of Emergency" as defined under the **Emergency Management Act**.

#### 7. DOCUMENTATION

The Township of Wilmot shall upon request, give a copy of the policies, practices and procedures required under the Ontario Regulation 429/07 – Accessibility Standards for Customer Service to any person.

## **8. PRACTICES AND PROCEDURES**

To implement this policy, Senior Management shall:

- establish practices and procedures;
- evaluate practices and procedures,
- revise practices and procedures as required.

## **9. REVIEW AND AMENDMENTS**

The Accessibility Coordinator shall be responsible for the review process and any subsequent amendments to this policy document. .

## **10.0 ADOPTION**

Adopted by Council this 27<sup>th</sup> day of April, 2009 by Resolution No. 2009-

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Mayor

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Clerk

## **BEST PRACTICES AND PROCEDURES**

Accessible Customer Service follows four basic principles:

- Dignity
- Independence
- Integration
- Equal Opportunity

What can I do to help people with disabilities access our services?

- Ask how you can help
- Offer a variety of methods of communication
- Understand the nature and scope of the service you offer

## **FEEDBACK**

Feedback from our customers gives the Township of Wilmot opportunities to learn and improve. The Township recognizes the right of our customers to make a complaint, compliment or make suggestions on ways to improve our services.

To assist the Township of Wilmot in ensuring that the delivery of goods and service to those with disabilities is provided in an effective and timely manner, the customer is invited to provide their feedback as follows:

In writing, in person, e-mail, or telephone, addressed to:

Accessibility Coordinator  
Township of Wilmot  
60 Snyder's Rd W  
Baden ON N3A 1A1  
Phone: 519-634-8444 ext 228  
Fax: 519-634-5522  
E-mail: [barb.mcleod@wilmot.ca](mailto:barb.mcleod@wilmot.ca)

The Accessibility Coordinator will respond either in writing, in person, e-mail or telephone acknowledging receipt of feedback. The Co-ordinator will forward any complaints to the relevant department to respond.

## **SERVICE ANIMALS, SUPPORT PERSON(S)**

### **What about service animals and support persons accompanying a person with a disability?**

Service animals, such as guide dogs, offer independence and security to many people with various disabilities. Some laws generally prohibit animals in certain areas, such as food preparation areas; however, service animals are permitted in most public situations.

Support people assist people with disabilities in a variety of ways, by assisting with communication such as an intervener sign language interpreter, or as a Personal Support Worker providing physical assistance. A support person may also be a friend or relative that will assist and support the customer.

- Every employee shall use reasonable efforts to allow persons with disabilities to use their own assistive devices to access goods and/or services.
- Every employee shall allow persons with disabilities to be accompanied by their guide dog or service animal unless the animal is excluded by law. Where an animal is excluded by law from the premises, the reason why the animal is excluded shall be explained to the persons with disabilities. Other reasonable arrangements to provide goods and services shall be explored with the assistance of the person with disability.
- When a service animal is unruly or disruptive (jumping on people, biting, or other harmful behaviour) an employee may ask the person with the disability to remove the animal from the area or refuse access to goods and services. Other reasonable arrangements to provide goods or services shall be explored with the assistance of the person with the disability.
- Persons with disabilities may be accompanied by their support person while accessing goods and/or services.

## **ADMISSION FEES – ADVANCE NOTICE**

In the event that admission fees are charged, advance notice concerning what admission, if any, would be charged to a support person shall be posted in a conspicuous place.

## **SERVICE DISRUPTION – NOTICE**

It is possible that from time to time there will be disruptions in service, such as an entrance way that is under repair, renovations that limit access to an area, or technology that is temporarily unavailable. If a disruptive in service is planned, and expected, it is important to provide reasonable notice. People with disabilities may often go to a lot of trouble to access services, such as booking transit or arranging a ride. By providing notice, you can save that person an unnecessary trip.

**Notice will be provided either on the website, over the phone, in writing and posted in a conspicuous place on site, where appropriate.**

## **UNEXPECTED DISRUPTION IN SERVICE – NOTICE**

In the event of an unexpected disruption in service, notice may be provided in a variety of ways and will be done as quickly as possible.

In the event of a service disruption, alternative methods of service may be considered and those impacted by service interruption shall be informed of any alternative methods.

## **TRAINING**

- Every person who participates in developing the policy, practices and procedures under Ontario Regulation 429/07 – Accessibility Standards for Customer Service.
- Every person who deals with the public on behalf of the Township of Wilmot, including 3<sup>rd</sup> parties i.e. employees, agents, volunteers, management.
- Current employees, agents, volunteers, management, etc. shall receive training by January 1, 2010.
- New employees, agents, volunteers, management, etc. shall receive training as soon as "practicable", after being assigned.
- Ongoing training on changes to policies, procedures, and new equipments shall be provided.

The method and amount of training shall be geared to the trainee's role in terms of accessibility.

## **TRAINING RECORDS**

Training records shall be kept, including the dates when the training is provided, number of individuals to whom the training was provided.

The following is an excerpt from the Ministry of Community and Social Services  
 [http://www.mcscs.gov.on.ca/mcss/english/how/howto\_choose.htm]

## TERMINOLOGY

### Talk about Disabilities – Chose the Right Word

Words can influence and reinforce the public's perception of people with disabilities. They can create either a positive view of people with disabilities or an indifferent, negative depiction.

Here are some general tips that can help make your communication and interactions with or about people with all types of disabilities more successful.

- Use *disability or disabled, not handicap or handicapped*.
- Never use terms such as *retarded, dumb, psycho, moron or crippled*. These words are very demeaning and disrespectful to people with disabilities.
- Remember to put people first. It is proper to say *person with a disability*, rather than *disabled person*.
- If you don't know someone or if you are not familiar with the disability, it's better to wait until the individual describes his/her situation to you, rather than to make your own assumptions.

Many types of disabilities have similar characteristics and your assumptions may be wrong.

The following preferred words and phrases will help you choose language that is neither demeaning nor hurtful. People with disabilities prefer these terms.

Instead of	Please use
Afflicted by cerebral palsy, multiple sclerosis, arthritis, etc.	Person who has cerebral palsy. Person who has multiple sclerosis. Person who has arthritis, etc. Person with a disability.
Aged (the)	Seniors
Autistic	A person with autism. A person who has autism.
Birth defect, congenital defect, deformity	A person who has a congenital disability. A person with a disability since birth.
Blind (the), visually impaired (the)	A person who is blind. A person with a vision disability. A person with vision loss. A person with a visual impairment. A person with low vision.
Brain damaged	A person with a brain injury. A person with a head injury.
Confined to a wheelchair, wheelchair bound	A person who uses a wheelchair.
Crazy, insane, lunatic, psycho, mental, mental patient, maniac, neurotic, psychotic, unsound mind, schizophrenic	A person with a mental health disability. A person who has depression. A person with schizophrenia.

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<b>Instead of</b>	<b>Please use</b>
Cripple, crippled, lame	<p>A person with a disability.                      A person with a mobility impairment or, more specifically, a person who walks with crutches.                      A person who uses a walker.                      A person who uses a mobility aid.                      A person with arthritis, etc.</p>
Deaf (the), hearing impaired (the)	<p>A person who is deaf (person with profound hearing loss who communicates using sign language).                      A person who is deafened (deaf later in life).                      A person who is hard of hearing (person with hearing loss who communicates primarily by speech).                      A person with a hearing loss.                      When referring to the deaf community and their culture (whose preferred mode of communication is sign language) it is acceptable to use "the Deaf".</p>
Deaf and dumb, deaf mute	A person who is deaf without speech.
Deaf-Blind (the)	Person who is deaf-blind (person who has any combination of visual and auditory impairments).
Differently Abled	A person with a disability.
Disabled (the)	People with disabilities.
Elderly (the)	Seniors, older adults.
Epileptic	Person who has epilepsy.
Fits, spells, attacks	Seizures.
Handicapped (the)	<p>Person with a disability.                      The term handicapped may be used when referring to an environmental or attitudinal barrier as in "a person who is handicapped by a set of stairs leading to the entrance".</p>
Hidden disability	Non-visible disability.
Invalid	Person with a disability.
Learning disabled, learning disordered, the dyslexics	A person with a learning disability or people with learning disabilities.
Mentally retarded, idiot, simple, retarded, feeble minded, imbecile	A person with an intellectual disability. A person with a developmental disability.
Midget, Dwarf	<p>A person of short stature. A person who has a form of dwarfism. A little person. A person diagnosed with "Achondroplasia, SED, or what ever their specific diagnosis is", a form of dwarfism.</p>
Mongoloid, Mongolism	<p>Person with Down Syndrome. One can use this terminology only when it is directly relevant.                      A person with an intellectual or developmental disability.</p>
Normal	<p>Person who is not disabled. Person who is able bodied.                      Specifically, a person who is sighted, a hearing person, a person who is ambulatory.</p>

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<b>Instead of</b>	<b>Please use</b>
Patient	Person with a disability. The word patient may be used when referring to a relationship between the medical professional and a client.
Physically challenged	Person with a physical disability.
Spastic	Person who has muscle spasms.
Stutterer	A person with a speech impairment or impediment.
Victim of/suffers from/stricken with cerebral palsy, multiple sclerosis, arthritis, etc.	Person who has cerebral palsy. Person who multiple sclerosis, etc. Person with a disability.
Visually impaired (the)	A person with a visual impairment. A person with low vision. A person with vision loss. A person with a vision disability.

For additional information visit the Ministry of Community and Social Services website at  
[\[http://www.mcscs.gov.on.ca/mcss\]](http://www.mcscs.gov.on.ca/mcss)

**PHYSICAL** disabilities include a range of functional limitations from minor difficulties in moving or coordinating one part of the body, through muscle weakness, tremors, and paralysis. Physical disabilities can be congenital such as Muscular Dystrophy; or acquired, such as tendonitis. A physical disability may affect an individual's ability to:

- Perform manual tasks such as holding a pen, turning a key or grip a door knob
- Move around independently
- Control the speed or coordination of movements
- Reach, pull or manipulate objects
- Have strength or endurance

**Best practices and procedures for Customer Service:**

There are many types and degrees of physical disabilities, and not all require a wheelchair. It may be difficult to identify a person with a physical disability.

Here are some tips on serving customers who have physical disabilities:

- Speak normally and directly to your customer. Don't speak to someone who is with them
- People with physical disabilities often have their own way of doing things. Ask before you help.
- Wheelchairs and other mobility devices are part of a person's personal space, don't touch, move or lean on them.
- Provide your customer information about accessible features of the immediate environment (automatic doors, accessible washrooms, etc.)
- Keep ramps and corridors free of clutter.
- If a counter is too high or wide, step around it to provide service.
- Provide seating for those that cannot stand in line.
- Be Patient. Customers will identify their needs to you.

**HEARING** loss can cause problems in distinguishing certain frequencies, sounds or words. A person who is deaf, deafened or hard-of hearing may be unable to:

- Use a public telephone
- Understand speech in noisy environments
- Pronounce words clearly enough to be understood by strangers

**Best practices and procedures for Customer Service:**

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.

Here are some tips on service customers who are deaf or hard of hearing:

- Attract the customer's attention before speaking. The best way is a gentle touch on the shoulder or gently waving your hand.
- Always ask how you can help. Don't shout. Speak clearly.
- Be clear and precise when giving directions, and repeat or rephrase if necessary. Make sure you have been understood.
- Face the person and keep your hands and other objects away from your face and mouth.
- Deaf people may use a sign language interpreter to communicate – always direct your attention to the Deaf person – not the interpreter.
- Any personal (e.g. financial) matters should be discussed in a private room to avoid other people overhearing.
- If the person uses a hearing aid, try to speak in an area with few competing sounds.
- If necessary, write notes back and forth to share information.
- Don't touch service animals – they are working and have to pay attention at all times.

**DEAF-BLINDNESS** is a combination of hearing and vision loss. The result for a person who is deaf-blind is significant difficulty accessing information and performing daily activities. Deaf-blindness interferes with communication, learning, orientation and mobility. People who are deaf-blind communicate using various sign language systems, Braille, telephone devices, communication boards and any combination thereof. Many people who are deaf-blind use the services of an intervener who relay information and facilitate auditory and visual information and act as sighted guides.

**Best practices and procedures for Customer Service:**

Most people who are deaf-blind will be accompanied by an intervener, a professional who helps with communicating.

Interveners 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.

Here are some tips on serving customers who are deaf-blind:

- Do not assume what a person can or cannot do. Some people who are deaf-blind have some sight or hearing, while others have neither.
- A customer who is deaf-blind is likely to explain to you how to communicate with them or give you an assistance card or a note explaining how to communicate with them.
- Do not touch or address the 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.
- Understand that communication can take some time – be patient.
- Direct your attention to your customer, not the intervener.

**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 loss can result in:

- Difficulty reading or seeing faces.
- Difficulty maneuvering in unfamiliar places.
- Inability to differentiate colours or distances.
- A narrow field of vision.
- The need for bright light, or contrast.
- Night blindness.

**Best practices and procedures for Customer Service:**

Vision disabilities can restrict your customer's 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.

Here are some tips on serving customers who have vision disabilities:

- Verbally identify yourself before making physical contact.
- If the person uses a service animal – do not touch or approach the animal – it is working.
- Verbally describe the setting, form, location as necessary.
- Offer your arm to guide the person. Do not grab or pull.
- Never touch your customer without asking permission, unless it is an emergency.
- Don't leave your customer in the middle of a room. Show them to a chair, or guide them to a comfortable location.
- Don't walk away without saying goodbye.

**INTELLECTUAL** disabilities affect a person's ability to think and reason. It may be caused by genetic factors such as Down's Syndrome, exposure to environmental toxins, such as Fetal Alcohol Syndrome, brain trauma or psychiatric disorders. A person with an intellectual disorder may have difficulty with:

- Understanding spoken and written information
- Conceptual information
- Perception of sensory information
- Memory

**Best practices and procedures for Customer Service:**

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.

Here are some tips on serving customers who have an intellectual or developmental disability:

- Don't assume what a person can or cannot do.
- Use clear, simple language.
- Be prepared to explain and provide examples regarding information.
- Remember that the person is an adult and unless you are informed otherwise, can make their own decisions.
- Be patient and verify your understanding.
- If you can't understand what is being said, don't pretend. Just ask again.
- Provide one piece of information at a time.
- Speak directly to your customer, not to their companion or attendant.

**SPEECH** disabilities involve the partial or total loss of the ability to speak. Typical disabilities include problems with:

- Pronunciation
- Pitch and loudness
- Hoarseness or breathiness
- Stuttering or slurring

**Best practices and procedures for Customer Service:**

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.

Here are some tips on serving customers with speech or language impairments:

- If possible communicate in a quiet environment.
- Give the person your full attention. Don't interrupt or finish their sentences.
- Ask them to repeat as necessary, or to write their message.
- If you are able, ask questions that can be answered 'yes' or 'no'.
- Verify your understanding.
- Patience, respect and willingness to find a way to communicate are your best tools.

**LEARNING** disabilities include a range of disorders that effect verbal and non-verbal information acquisition, retention, understanding and processing. People with a learning disability have average or above average intelligence, but take in and process information and express knowledge in different ways. Learning disabilities can result in:

- Difficulties in reading.
- Problem solving.
- Time management.
- Way finding.
- Processing information.

**Best practices and procedures for Customer Service:**

- Learning disabilities are generally invisible and ability to function varies greatly – respond to any requests for verbal information, assistance in filling forms and so on with courtesy.
- Allow extra time to complete tasks if necessary.

**MENTAL HEALTH** disabilities include a range of disorders however there are three main types of mental health disability:

- Anxiety
- Mood
- Behavioral

People with mental health disabilities may seem edgy or irritated; act aggressively; be perceived as pushy or abrupt; be unable to make a decision; start laughing or get angry for no apparent reason.

**Best practices and procedures for Customer Service:**

- Treat each person as an individual. Ask what would make him/her the most comfortable and respect his/her needs to the maximum extent possible.
- Try to reduce stress and anxiety in situations.
- Stay calm and courteous, even if the customer exhibits unusual behaviour, focus on the service they need and how you can help.

## Wilmot Township 2010 Municipal Accessibility Plan

**SMELL** disabilities can involve the inability to sense smells or a hypersensitivity to odours and smells. A person with a smelling disability may have allergies to certain odours, scents or chemicals or may be unable to identify dangerous gases, smoke, fumes and spoiled food.

**TOUCH** disabilities can affect a person's ability to sense texture, temperature, vibration or pressure. Touch sensations may be reduced or heightened resulting in a hypersensitivity to touch, temperature, or the opposite, numbness and the inability to feel touch sensations.

**TASTE** disabilities can limit the experience of the four primary taste sensations; sweet, bitter, salty and sour. A person with a taste disability may be unable to identify spoiled food or noxious substances.

**OTHER** disabilities result from a range of other conditions, accidents, illnesses and diseases including ALS, asthma, diabetes, cancer, HIV/AIDS, environmental sensitivities, seizure disorders, heart disease, stroke and joint replacement.

Disabilities are not always visible or easy to distinguish.

## **Sample Forms**

1. Notice – Expected service disruption
2. Notice – Unexpected disruption in service
3. Notice – Training Record
4. Pamphlet – Understanding Accessible Customer Service
5. Pamphlet – Accessible Customer Service Policy



# notice

## SERVICE DISRUPTION

There will be a scheduled service disruption at the \_\_\_\_\_.

The disruption will be from \_\_\_\_\_ until \_\_\_\_\_.

These disruptions include:

- \_\_\_\_\_ (repairs to doors)
- \_\_\_\_\_ (repairs to technology)

On behalf of the Township of Wilmot we would like to thank you for your patience in this matter.

Department Contact  
519-634-8444



# notice

## DISRUPTION IN SERVICE

There is currently an unexpected service disruption. The estimated time of the service disruption will be from \_\_\_\_\_ until \_\_\_\_\_.

These disruptions include:

- \_\_\_\_\_ (repairs to doors)
- \_\_\_\_\_ (repairs to technology)

On behalf of the Township of Wilmot we would like to thank you for your patience in this matter.

Department Contact  
519-634-8444



## What if a person with a disability has a suggestion or comment on how we deliver services?

We welcome any comments on the provision of goods or services to people with disabilities. Comments can be directed to:

Accessibility Coordinator: Barb McLeod

E-mail: [barb.mcleod@wilmot.ca](mailto:barb.mcleod@wilmot.ca)

Telephone: 519-634-8444 Ext 228

In person, or in writing:

The Corporation of the Township of Wilmot  
60 Snyder's Rd W  
Baden ON N3A 1A1

The comments provided will be reviewed by staff, and where applicable by the **Accessibility Advisory Committee (AAC)**. An annual report on the nature and results of the comments and feedback will be made by the **Accessibility Coordinator to the AAC**.

## The Corporation of the

## Township of Wilmot

### Accessible Customer Service Policy

The Township of Wilmot provides goods or services to all residents, including those with disabilities. Reasonable efforts will be made to ensure the following:

- The goods and services will be provided in a manner that respects the dignity and independence of persons with disabilities.
- The provision of goods and services to persons with disabilities, and others, will be integrated unless an alternate measure is necessary, whether temporarily or permanently, to enable a person with a disability to obtain, use or benefit from the goods and services.
- Persons with disabilities will be given an opportunity – equal to that given to others – to obtain, use and benefit from the goods and services.
- Persons with disabilities may use assistive devices and/or support persons in the access of goods and services.

## Understanding Accessible Customer Service



## The Corporation of the Township of Wilmot

## Background

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) was passed by the Ontario legislature with the goal of creating standards to improve accessibility across the province.

The AODA allows the government to develop specific standards of accessibility that are designed to help make Ontario more accessible.

One of the specific standards that has been developed, and made law, is the Accessible Customer Service Standard. This standard details specific requirements for all service providers.

In general, providers must deliver service in a way that preserves the dignity and independence of people with disabilities. Providers must also integrate services and equal opportunity.

### What is Accessible Customer Service?

Accessible customer service can mean many things. Mostly, it is the understanding that each individual may need a slightly different type of accommodation.

For example, a person who is blind may need to have information read aloud to them; an individual with a learning disability may need to have instructions written down; and someone who uses a wheelchair may need help in finding a route they can use.

Accessible customer service is good customer service – courteous, helpful and prompt.



**What can I do?**  
Always start with people first. In language, that means saying "person with a disability", rather

than "a disabled person". In any interaction, it means addressing the person's service needs, rather than focusing on the disability.

Take some time to understand what some of the various disabilities involve – but don't jump to conclusions! Each person, and each disability, is different, but it can be helpful to know a little about how to best communicate, interact, and assist people with disabilities.

Most importantly, relax! People with disabilities are generally aware they may need some accommodations and will work with you. Just remember to ask how you can help.

### What happens if for some reason we can't serve a person with a disability?

It is possible that from time to time there will be disruptions in service, such as an elevator under repair, renovations that limit access to an area, or technology that is temporarily unavailable. If a disruption in service is planned, and expected, it is important to provide reasonable notice.

People with disabilities may often go to a lot of trouble to access services, such as booking transit or arranging a ride. By providing notice, you can save that person an unnecessary trip. Notice can be provided on the website, over the phone, or in writing.

In the event of an unexpected disruption in service, provide notice in a variety of ways and as quickly as possible. Consider offering alternative methods of service while informing those that may be impacted personally.

## Comments

We welcome comments on the provision of goods or services to people with disabilities.

Comments can be directed to the Accessibility Coordinator by telephone, e-mail, in person or in writing:

**E-mail:** [barb.mcleod@wilmot.ca](mailto:barb.mcleod@wilmot.ca)

**Telephone:** 519-634-8444 Ext 228

### **In person, or in writing:**

The Township of Wilmot  
60 Snyder's Rd W  
Baden ON N3A 1A1

Comments provided will be reviewed by staff, and where applicable by the Accessibility Advisory Committee. A timely response will be provided.

An annual report on the nature and results of the comments and feedback will be made by the Accessibility Coordinator to the AAC.

### **If you are a person with a disability, or if you provide support for a person with a disability, please:**

- Let us know how we can help. We are open to discussing your ideas on the service options available.
- Help our staff understand your needs.



## **Accessible Customer Service Policy**



The Corporation of the  
Township of Wilmot

## Wilmot Township 2010 Municipal Accessibility Plan

### **Background**

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In general, providers must deliver service in a way that preserves the dignity and independence of people with disabilities.

### **Accessible Customer Service Policy Statement**

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- People with disabilities may use assistive devices, guide animals and/or support persons in the access of goods and services.