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The Village of Newbury Accessible Customer Service Policy

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1. Purpose

To establish that goods and services provided by the Village of Newbury shall be provided to persons of all abilities and all customers in accordance with the *Accessibility for Ontarians with Disabilities Act, 2005* and Regulation 429/07, *Accessibility Standards for Customer Services* and is applicable to all policies, procedures and processes of the Municipality with additional consideration to the following core principles:

Dignity: Service is provided in a respectful manner consistent with the needs of the individual

Independence: Services for persons of all abilities shall support their independence while respecting their right to safety and personal privacy

Equity/Equality of Outcome: Service outcome is the same for all persons of all abilities.

Integrated: Services allow people of all abilities to fully benefit from the same services in the same place and in the same or similar way

Sensitive: Service is provided in a manner that is respectful to an individual's needs

Responsive: Service is delivered in a timely manner, considering the nature of the service and the accommodation required

2. Communication

When communicating with a person, the Village of Newbury will do so in a manner that takes into account the person's needs. When providing a document to a person, the Village of Newbury will provide the document, or the information contained on the document, in a format that takes the person's needs into account.

3. Notice of Temporary Disruptions in Services and Facilities

In the event of temporary disruptions in services and facilities, the Village of Newbury will make reasonable effort to provide notice of the disruption to the public, including information about the reason for the disruption, its anticipated duration, and a description of alternative services or facilities, if any, that may be available. The Village of Newbury will make reasonable effort to provide prior

notice of planned disruption if possible. In an unplanned temporary disruption, the Village of Newbury shall provide notice as soon as possible.

When temporary disruptions occur, the Village of Newbury will provide notice by posting in a visible place or on the Village of Newbury web site or by any other method that may be reasonable under the circumstances.

4. Assistive Devices

A person may provide their own assistive device for the purpose of obtaining, using and benefiting from the Village of Newbury goods and services.

Exceptions may occur in situations where the Village has determined that the assistive device may pose a risk to the person or others on the premises.

5. Service Animals

Persons who are assisted by a service animal may enter premises operated by the Village of Newbury accompanied by the service animal and keep the animal with them if the public has access to the premises and the animal is not otherwise excluded by law. If a service animal is excluded by law, the Village of Newbury will ensure that alternate means are available to enable the person to obtain, use or benefit from the Village of Newbury's goods and services.

6. Support Persons

A person may enter premises operated by the Village of Newbury with a support person and have access to the support person while on the premises.

The Village of Newbury may require a person to be accompanied by a support person while on Village of Newbury premises in situations where it is necessary to protect the health or safety of the person or others on the premises.

If an amount is payable by a person for admission to the premises or in connection with a person's presence at the premises, the Village of Newbury shall ensure that notice is given in advance identifying the amount, if any, payable in respect of the support person.

7. Feedback Process

Feedback from a member of the public about the delivery of goods and services to persons with varying abilities may be given by telephone, in person, in writing, in electronic format or through other methods.

Feedback may be provided to the service provider or:

Village of Newbury Municipal Clerk

22910 Hagerty Road

P.O. Box 130

Newbury, ON

N0P 2C0

Telephone: (519) 639-4941

Fax: (519) 693-4340

Email: vnewbury@on.aibn.com

The feedback will be responded to in a timely manner in a format that takes the individual's needs into account and detailing the outcome.

8. Training

Village of Newbury will ensure that all persons to whom this policy applies receive training as required by the Accessibility Standards for Customer Service. The amount and format of training delivered will be appropriate with each individual's interactions with the public and/or development of policies, procedures and practices pertaining to the provision of goods and services.

9. Availability of Documents

All documents required in accordance with the regulation are available by request and notice to that effect shall be posted in a conspicuous place or on the Village of Newbury website or by any other such method as is reasonable in the circumstances.