

TYPE OF POLICY: ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, O.REG 429/07		
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Policy No. AODA 1.1		
<b>NAME OF POLICY</b> <ul style="list-style-type: none"> <li>• Accessible Customer Service</li> </ul>	<b>PROCEDURES</b> <ul style="list-style-type: none"> <li>• Guiding Principles</li> <li>• Accessible Customer Service Channels</li> </ul>	<b>TARGET GROUP</b> All Employees
COUNCIL APPROVAL: 08-28-09	EFFECTIVE DATE: 01-01-10	SUPERCEDES

**POLICY**

The Corporation of the County of Northumberland is committed to providing goods and services that are accessible to all people.

It is the policy of the Corporation of the County of Northumberland to develop and maintain policies, procedures and practices that will ensure accessible customer service is provided to everyone, including people with disabilities.

**OBJECTIVE(S)**

The objective of this policy is to:

- Outline the manner in which we intend to provide goods and services to people with disabilities

**PROCEDURES**

Guiding Principles

To ensure accessible customer service, the County will use reasonable effort to ensure that all policies, procedures and practices related to the provision of goods and services to people with disabilities are consistent with the following principles:

Dignity

- Goods and services will be provided in a way that allows people to maintain self-respect and the respect of others.
- People with disabilities are as valued and as deserving of full and effective services as any other customer.

Independence

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- Goods and services will be provided without unnecessary help or interference from others.
- Independence means freedom to make one's own choices and decisions.

#### Integration

- Integrated services are those that are designed to be accessible to everyone including people with disabilities.
- People with disabilities will be able to benefit from the same services, in the same place, and in the same or similar ways as other customers.
- In some cases, based on individual needs, integration may not serve the needs of all people. If this is the case alternative measures to integration will be provided.

#### Equality of Opportunity

- Goods and services will be provided in such a way that a person with a disability will have the same opportunity to benefit from our goods and services as other customers.
- A person with a disability should not have to make significantly more effort to access or obtain our goods and services and should not have to accept less quality or more inconvenience.

#### Customer Service Channels

The County will provide accessible customer service in all areas of our organizations including:

- In person on any County owned/leased property
- In person, off site in the community
- Communications by email
- Communications by telephone
- Communications by regular mail
- On our website