

TYPE OF POLICY: ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, O.REG 429/07		
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NAME OF POLICY <ul style="list-style-type: none"> • Notice of Availability of Documents 	PROCEDURES <ul style="list-style-type: none"> • Notice of Availability of Documents • Providing Documents 	TARGET GROUP <ul style="list-style-type: none"> • All Employees
COUNCIL APPROVAL: 08-28-09	EFFECTIVE DATE: 01-01-10	SUPERCEDES

POLICY

It is the policy of the Corporation of the County of Northumberland to provide notice that any document required under the Customer Service Standard, Ontario Regulation 429/07 (O. Reg 429.07) are available upon request.

OBJECTIVE(S)

The objective of this policy is to:

- Outline the method for providing notice of availability of all documents required under O. Reg 429/07

PROCEDURES

Notice of Availability of Documents

Notice will be posted at all service counters on County premises and will also be published on the County’s web site. The notice will include information on what documents are available and how customers can obtain a copy.

See appendix 14.1A for Notice of Availability of Documents template.

Providing Documents

The County will provide notice that all documents required under O. Reg 429/07 are available upon request. A copy of the required documents will be provided to anyone who asks for them in their preferred format within ten (10) business days. A request for these documents can be made at all County reception areas, service counters or by contacting the Compliance Coordinator.

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When providing documents required by O. Reg 429/07 to a person with a disability, the County will do so in a format that takes into account the person's communication needs (see Policy 1.1 – Alternative Format Documents).