



CORPORATION OF THE TOWN OF COBOURG

Division: General Administration

Effective Date: January 1, 2013

Department: Human Resources

Approval Level: Municipal Council

Policy Title: All Personnel – Administration
– Accessible Workplace

Section # 2-20
Policy # HR-AP-A12

Purpose

The Corporation of the Town of Cobourg is committed to providing quality goods and services that are accessible to all persons that we serve and in a manner that respects the dignity and independence of persons with disabilities.

This policy is drafted in accordance with Accessibility Standards for Customer Service (Ontario Regulation 429/07).

Policy

Under the AODA, Regulation 429/07 entitled “Accessibility Standards for Customer Service” came into force on January 1, 2008. The Regulation establishes accessibility standards specific to customer service for public sector organizations and other persons or organizations that provide goods and services to members of the public or third parties.

This policy addresses the following:

- The provision of goods and services to persons with disabilities;
- Communication with a person with a disability;
- The use of assistive devices by persons with disabilities;
- The use of service animals by persons with disabilities;
- The use of support persons by persons with disabilities;
- Notice of temporary disruptions in service and facilities;
- Training;
- Customer feedback regarding the provision of goods and services to persons with disabilities;
- Notice of availability and format of documents

(R,586-09)

Scope

This policy applies to all persons who deal with members of the public or third parties on behalf of the town, whether the person does so as an employee, member of Council, volunteer, student placement or otherwise and all persons who participate in developing the



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Town’s policies, practices, and procedures governing the provision of goods and services to member of the public and third parties.

Administration

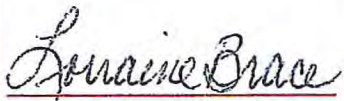
The Chief Administrative Officer shall implement and administer the terms of this policy and shall establish related operating procedures as required.

Cross Reference

Policy #

Procedure # 2-20 HR-AP-A12.1

All Personnel – Admin – Accessible Workplace

Resolution # 166-13	Revision Description:	Signature/Municipal Clerk: 	Council Approval Date: April 29, 2013
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