

## Notice of Temporary Disruptions in Services and Facilities

The operation of the City's services and facilities is important to the public. However, temporary disruptions in the City's services and facilities may occur. These disruptions may be unplanned, or involve planned maintenance and repairs, or occur for other reasons.

If an unplanned temporary disruption occurs notice will be provided as soon as reasonably possible. When the temporary disruption is planned notice will be provided in advance.

When temporary disruptions occur to the City's services or facilities the City will provide notice in visible places and / or on the City's website ([www.london.ca](http://www.london.ca)), or in other ways considered reasonable under the circumstances. Notices will provide information about the reason for the disruption, its expected duration and other methods of accessing the services or facilities if they are available.

## Training

All staff, volunteers, elected officials and others who work for the City or on its behalf receive training as required by the *Accessibility Standards for Customer Service*. This training includes, but is not limited to, the City's policies, procedures and practices pertaining to the provision of goods and services to customers with disabilities; and how to assist customers with disabilities in accessing the City's goods and services. The City will keep

records of this training.

## Availability, Document Formats

The City of London's Accessible Customer Service policies, procedures and practices will be available to any person upon request. When providing these documents or the information contained in them, to a person with a disability they will be given in a format that takes their disability into account.

## Notice of the Availability of Documents

Notice of the availability of documents required by the *Accessibility Standards for Customer Service* will be posted on the City's website, and available through the City's Clerks Office and libraries.

## Your Feedback is Important to Us

Feedback from the public is welcomed as it may identify areas that require change and encourage service improvements.

Feedback or complaints may be given by telephone, in person, in writing, or in electronic format or through other methods.

Information about the City's feedback policy and process will be posted on the City's website ([www.london.ca](http://www.london.ca)) and / or in other appropriate locations.

If a complaint is received regarding the accessibility of the City's goods and services, it will be reviewed by the relevant division or department. These will be reviewed for the purpose of resolving the issue and to improve the City's understanding of the City's customer's needs.

# City of London Accessible Customer Service Policy

Contact:

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[accesslondon.ca](http://accesslondon.ca)



London  
CANADA

[www.london.ca/d.aspx?s=/Accessibility/default.htm](http://www.london.ca/d.aspx?s=/Accessibility/default.htm)

The City of London will make available its Accessible Customer Service Policy in alternative formats.

*For example, these documents may be supplied in large print, on computer disk or electronically.*

Persons with disabilities may use assistive devices, support persons or service animals to assist them in accessing the City's goods and services.



London  
CANADA

# City of London Accessible Customer Service Policy



## Background and Purpose

*The Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* is a Provincial Act with the purpose of developing, implementing and enforcing standards that enhance the ability of persons with disabilities to access the goods and services that are available to others.

*Accessibility Standards for Customer Service* is the first standard to be passed as a regulation and become law in Ontario. Under this standard designated private and public sector organizations must develop certain policies, procedures and practices pertaining to customer service to persons with disabilities.

## What is Accessible Customer Service?

Persons with disabilities may require assistance or accommodation in the way that goods and services are provided to them. The type of accommodation provided may vary depending on the customer's unique needs.

## Accessible Customer Service Policy Statement

The Corporation of the City of London is committed to providing quality goods and

services that are accessible to all persons that we serve.

## GENERAL PRINCIPLES: The Provision of Goods and Services to Persons with Disabilities

The City of London will use reasonable efforts to ensure that the City's goods and services are provided in a way that:

- respects the dignity and independence of persons with disabilities;
- provides goods and services to persons with disabilities in an integrated manner with those who do not have disabilities unless an alternative measure is necessary and,
- provides an opportunity equal to that of persons without disabilities to obtain, use or benefit from the City's goods and services.

When communicating with a person with a disability, the City will do so in a manner that takes into account the person's disability.

## Assistive Devices, Support Persons and Service Animals

Persons with disabilities may use assistive devices, support persons or service animals to assist them in accessing the City's goods and services.

Persons with disabilities will be permitted to enter premises owned and / or operated by the City with their service animal if the public has access to these areas. They will be permitted to keep the service animal with them unless the animal is excluded by another City law. If the service animal is not permitted on the City's premises, the City will use reasonable efforts to make alternative methods available to the customer to access its goods and services.

If it is not obvious that the animal is a service animal, the City may ask the customer for a letter from a physician or nurse confirming that they require the animal for reasons relating to their disability, or for a valid identification card or training certificate from a recognized service animal training school.

It is the responsibility of the customer to ensure that their service animal is kept in control at all times.

In some situations the City may require a person with a disability to be accompanied by a support person. A support person may be required when it is necessary to protect the health or safety of the person with a disability or the health and safety of others while on property that the City owns and / or operates.

If a support person is present on property owned and operated by the City for the

purpose of assisting a person with a disability, they will be permitted to attend at no charge, where an admission fee is applicable.

Support persons, service animals or assistive devices will be restricted if they present a risk to the health or safety or confidentiality of sensitive material of the customer, the City or members of the public. If this occurs reasonable efforts will be made to accommodate the customer.

