

 <p>Township of McMurrich/Monteith</p>	<p><b>Township of McMurrich/Monteith Accessibility Plan</b></p>
	<p><b>CUSTOMER SERVICE POLICY STATEMENT PROVIDING GOODS AND SERVICES TO PEOPLE WITH DISABILITIES</b></p>
	<p><b>Schedule B to By-law # 24-2025</b></p>
	<p><b>Effective Date: June 3, 2025</b></p>

## **1. OUR MISSION**

The mission of the Corporation of the Township of McMurrich/Monteith is to provide quality programs and services that are accessible to all persons served by the municipality.

## **2. OUR COMMITMENT**

In fulfilling our mission, the Township of McMurrich/Monteith strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

## **3. PROVIDING GOODS AND SERVICES TO PEOPLE WITH DISABILITIES**

The Corporation of the Township of McMurrich/Monteith is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

### **3.1 Communication**

We communicate with people with disabilities in ways that take into account their disability.

We train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

### **3.2 Telephone Service**

The municipality makes reasonable efforts to provide accessible telephone service to our customers. We train staff to communicate over the telephone in clear and plain language and to speak clearly and slowly. We offer to communicate with customers by regular mail or by email if telephone communication is not suitable to their communication needs.

### **3.3 Assistive Devices**

We are committed to serving people with disabilities who use their own assistive devices to obtain, use or benefit from our goods and services.

### **3.4 Billing**

We make reasonable efforts to provide accessible invoices/tax billings to all our customers. For this reason, invoices/tax billings can be provided by large and/or darker print or by e-mail. We answer any questions customers may have about the content of the invoice in person, by telephone or email.

We encourage people to utilize on-line services such as receiving or paying tax bills and other payments electronically.

## **4. USE OF SERVICE ANIMALS**

We are committed to welcoming people with disabilities who are accompanied by a service animal (unless excluded by other law, then we will take reasonable efforts to find an alternate means of providing assistance) on the parts of our premises that are open to the public and other third parties.

If we cannot easily identify that the animal is a service animal, we may ask the person to provide documentation from a regulated health professional. This documentation must confirm that the person needs the service animal for reasons relating to their disability.

## **5. USE OF SUPPORT PERSONS**

We are committed to welcoming people with disabilities who are accompanied by a support person.

Any person with a disability who is accompanied by a support person may enter the Township of McMurrich/Monteith premises with their support person. At no time will a person with a disability, who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

In certain cases, our organization might require a person with a disability to be accompanied by a support person for health or safety reasons. Before making a decision the township will: consult with the person with a disability to understand their needs; consider health or safety reasons based on available evidence; determine if there is no other way to protect the health or safety of the person or others on the premises.

The township will waive the admission fees or fare for the support person, if one exists.

## **6. NOTICE OF TEMPORARY DISRUPTION**

The municipality makes reasonable efforts to provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice includes information about the reason for the disruption, its anticipated duration and a description of alternate facilities or services, if available. (See **Appendix I**)

## **7. TRAINING OF STAFF**

The Corporation of the Township of McMurrich/Monteith trains all members of the organization on accessible customer service and how to interact with people with different disabilities.

Training is provided to: employees; volunteers; members of Council; and every other person who provides goods, services or facilities on behalf of the township.

Training includes: a review of the purposes of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and instruction about the following:

- How to interact and communicate with people with various types of disabilities;
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person;
- How to use equipment or devices available on the premises or otherwise provided by the township that may help with the provision of goods, services or facilities to a person with a disability;
- What to do if a person with a particular disability is having difficulty accessing the township's goods, services or facilities.

Training to those noted above is provided when practicable. Those who have already received accessible customer service training will receive training on an on-going basis when changes or updates are made to these policies, practices and procedures.

## **8. FEEDBACK PROCESS**

The Corporation of the Township of McMurrich/Monteith welcomes feedback on our provision of services while serving customers with disabilities. Feedback may identify areas that require change and encourage continuous service improvement. (See **Appendix II**)

The public can provide feedback (See **Appendix III**) to the municipality on the delivery of goods and services to persons with disabilities in the following ways:

By regular mail addressed to:      The Municipal Clerk  
31 William Street,  
P.O. Box 70  
Sprucedale, Ontario  
POA 1Y0

By telephone at: 705 685-7901

By fax at: 705 685-7393

In person at: Municipal office at 31 William Street

By email at: [clerk@mcmurrichmonteith.com](mailto:clerk@mcmurrichmonteith.com)

To ensure the feedback process is accessible the township will provide or arrange for accessible/alternate formats and communication supports, on request.

Feedback will not be acted upon unless the person providing same includes his or her name, mailing address and daytime telephone number. The municipality will make reasonable efforts to provide acknowledgement to feedback within five business days from its receipt. (See **Appendix IV**)

## **9. MODIFICATIONS TO THIS OR OTHER POLICIES**

The municipality is committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore no changes will be made to this policy before considering the impact on people with disabilities. The Corporation of the Township of McMurrich/Monteith will make reasonable efforts to modify or amend any policy that does not respect and promote the dignity and independence of people with disabilities.

## **10. QUESTIONS ABOUT THIS POLICY**

If anyone has a question about this policy or if the purpose of the policy is not understood, an explanation should be provided by/or referred to the Municipal Clerk's office of the Township of McMurrich/Monteith located at 31 William Street, Sprucedale, Ontario P0A 1Y0 or by phone: 705 685-7901.

## **11. CONSULTATION**

During the consultation process, persons with mobility, visual and hearing difficulties were consulted. It appears that since this municipality is small and rural in nature that municipal staff are sensitive to and able to provide goods and services to people with disabilities, as need arises.

## **12. BY-LAWS, POLICIES, PRACTICES AND SERVICES**

The current by-laws, policies and programs of the Township of McMurrich/Monteith have no identified barriers for people with disabilities. During the on-going review of township buildings and policies, if barriers are identified, such barriers will be addressed in the planning process.

### **13. MUNICIPAL ELECTIONS**

In 2006, 2010, 2014, 2018 and 2022 the Township of McMurrich/Monteith used Vote by Mail. The Election Policies and Procedures contain a section on Accessible Elections. Previous to 2006, voting stations for the municipal election were held at the township office. At all voting places, the parking lots are also designated as voting stations, allowing election officials to attend outside of building if required.

The municipality welcomes support persons and/or service animals at all times, including during the election process.

### **14. DECISION MAKING REVIEW**

Barriers as outlined above were identified. Building and policy reviews will be on-going.

### **15. TARGETS AND ACTIONS**

Updates will be made to the accessibility plan when areas of concern are determined and resolved. Policies, by-laws, and procedures implemented will ensure that barriers, if identified, are eliminated and prevented. Opportunities for improvements, as outlined above, will be reviewed when preparing the municipal budget.

### **16. MONITORING**

The plan will be monitored on an on-going basis.

**SCHEDULE B: APPENDIX I**

**DOCUMENT FOR NOTIFYING THE PUBLIC  
ABOUT DISRUPTIONS IN SERVICE**

**NOTICE OF DISRUPTION**

Type of Disruption: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Reason for Disruption: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Duration of Disruption: \_\_\_\_\_

Alternate Facilities or Services: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## **SCHEDULE B: APPENDIX II**

### **INVITATION FOR FEEDBACK ON THE PROVISION OF GOODS OR SERVICES TO PEOPLE WITH DISABILITIES, AND AVAILABILITY OF POLICY**

We Want To Hear From You!

We Strive To Improve Accessibility For Our Customers With Disabilities.

We Welcome Your Feedback.

To Share Your Comments, Request A Feedback Form, Or A Copy Of Our Accessibility Policy:

Please Call 705 685-7901 or email: [clerk@mcmurrichmonteith.com](mailto:clerk@mcmurrichmonteith.com)

Thank You

The Corporation of the Township Of McMurrich/Monteith

**SCHEDULE B: APPENDIX III**

**DOCUMENT FOR OBTAINING FEEDBACK**

**CUSTOMER FEEDBACK FORM**

Thank you for visiting the Corporation of the Township of McMurrich/Monteith. We value all of our customers and strive to meet everyone's needs. Please tell us the date and time of your visit: \_\_\_\_\_

Did We Respond To Your Customer Service Needs Today?

YES

NO

Was Our Customer Service Provided To You In An Accessible Manner?

YES

SOMEWHAT

NO (PLEASE EXPLAIN BELOW)

Did You Have Any Problems Accessing Our Goods And Services?

YES (PLEASE EXPLAIN BELOW)      SOMEWHAT (PLEASE EXPLAIN BELOW)

NO

Please Add Any Other Comments You May Have:

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Name: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Daytime Phone Number: \_\_\_\_\_



**SCHEDULE B: APPENDIX IV**  
**DOCUMENT FOR ADDRESSING CUSTOMER FEEDBACK**

Date Feedback Received: \_\_\_\_\_

Name of Customer: \_\_\_\_\_

Address: \_\_\_\_\_

Daytime Phone Number: \_\_\_\_\_

Details: \_\_\_\_\_

Follow-Up: \_\_\_\_\_

Action to Be Taken: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Staff Member: \_\_\_\_\_ Date: \_\_\_\_\_