

Policy

Type of Policy: AODA		Policy No. AODA 1.1
Name of Policy <ul style="list-style-type: none"> • Accessible Customer Service 	Procedures <ul style="list-style-type: none"> • Guiding Principles • Accessible Customer Service Channels 	Target Group <ul style="list-style-type: none"> • All employees
Council Approval <ul style="list-style-type: none"> • September 28, 2009 	Effective Date <ul style="list-style-type: none"> • January 1, 2010 	Supercedes <ul style="list-style-type: none"> •

Accessible Customer Service policy

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

The County develops and maintains policies, procedures and practices that will ensure accessible customer service for 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

- We provide goods and services 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

- We provide goods and services without unnecessary help or interference from others.
- Independence means freedom to make one's own choices and decisions.

Integration

- Integrated services are 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.

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- In some cases, based on individual needs, integration may not serve the needs of all people. Alternative measures will be provided if this is the case.

Equality of Opportunity

- We provide goods and services 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