

Feedback

Feedback from our customers give the County of Lanark staff and Council opportunities to learn and improve. The County recognizes the right of our customers to make a complaint, compliment, or make suggestions on ways to improve our services.

To assist the County of Lanark in ensuring that the delivery of goods and services to those with disabilities is provided in an effective and timely manner, the customer is invited to provide their feedback as follows: In writing, in person, e-mail or telephone, addressed to:

**Clerk/Deputy C.A.O.
The Corporation of the
County of Lanark
99 Christie Lake Road
Perth, ON K7H 3C6
Phone: 1-888-9-LANARK
(1-888-952-6275)
OR 613-267-4200 EXT 1502**

**Fax: 613-267-2964
E-Mail: info@lanarkcounty.ca**

The clerk will respond either in writing, in person, e-mail or telephone acknowledging receipt of feedback and will set out the action to be taken in response to any complaints. A response will be provided within twenty-one (21) days. Information about the feedback process will be posted at each County facility and on the website: www.lanarkcounty.ca

**Accessible
Customer
Service**



**The Corporation
of the
County of Lanark**



Lanark County Accessible Customer Service Policy

Purpose

Through the Accessibility for Ontarians with Disabilities Act, 2005 Ontario is working to make the province fully accessible to people with disabilities by 2025. Under the Act, the province is developing five (5) accessibility standards that organizations will be required to follow to identify, remove and prevent barriers to accessibility. The Accessibility Standards for Customer Service (Ontario Regulation 429/07) came into force on January 1, 2008. Lanark County, as a designated Public Service organization, is required to be in compliance with the standard by January 1, 2010. the standard sets requirements in a number of key areas and will be reviewed provincially at least every five (5) years.



Policy Description

The County will use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

- ◆ Goods or services will be provided in a manner that respects the dignity and independence of persons with disabilities
- ◆ The provision of goods or services to persons with disabilities and others will be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or services
- ◆ Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services
- ◆ Persons with disabilities may use assistive devices and/or support persons in the access of goods and services
- ◆ That the County of Lanark employees when communicating with a person with a disability shall do so in a manner that takes into account the person's disability.

Understanding Accessible Customer Service



Background

Several laws in Ontario address accessibility and some requirements have existed since the 1980's. Since then, progress on accessibility has been made in some areas and by some organizations.

Despite this, accessibility remains limited. People with disabilities still do not have equal access to services, employment, transportation, information or buildings that others in Ontario enjoy. They cannot count on accessibility being available. The AODA, 2005 was passed with the goal of creating standards to improve accessibility across the province.

The AODA, is a law passed by the Ontario legislature that allows the government to develop specific standards of accessibility and to enforce them. The standards are made into laws called regulations, and they provide the details to help meet the goal of the AODA. The AODA is the foundation on which the standards are built.

Background (Cont'd)

The purpose of the accessibility standards is to move organizations in Ontario forward on accessibility. The standards will set requirements in a number of key areas and will be reviewed at least every five (5) years. New requirements may be added. Ontario will move step by step towards accessibility that is widespread and commonplace, accessibility that people with disabilities can count on, on a daily basis. In this way Ontario will fully benefit from the contributions, involvement and spending power of people with disabilities.

Further, increasing accessibility will help prepare Ontario for the future. As the population ages, the number of people with disabilities will increase. Visitors and tourists, along with their friends and family will need to travel, shop, use programs, services, and information and to access buildings, parks, and other places in a way that is accessible to them.

Dignity, Independence, Integration, except when alternate Measures are necessary to meet the needs of people with disabilities and Equal Opportunity.

Policy Statement

The County of Lanark is committed to providing service in a manner 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 good and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers



If you are a person with a disability, or if you provide support for a person with a disability, please:

-  Let us know how we can help. We are open to discussing your ideas on the service options available.
-  Help our staff understand your needs.