



Township of Drummond/North Elmsley  
RR 5  
310 Port Elmsley Road  
Perth ON K7H 3C7

[www.dnetownship.ca](http://www.dnetownship.ca)



## ACCESSIBLE CUSTOMER SERVICE

Township of  
Drummond/North Elmsley

2016

### OUR COMMITMENT:

The Township of Drummond/North Elmsley 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 goods and services and allowing them to benefit from the same services in the same place and in a similar way as other customers.

- \* **EQUAL OPPORTUNITY**
- \* **DIGNITY**
- \* **INDEPENDENCE**
- \* **INTERGRATION**

(except when alternate measures are necessary to meet the needs of people with disabilities)

### HOW WE WILL DO IT:

The Township 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 will be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services;
- ◆ Persons with disabilities can use assistive devices and/or support persons in accessing our goods and services;
- ◆ Township employees will communicate with a person with a disability in a manner that takes into account the person's disability.



## FEEDBACK

Feedback from the public gives us opportunities to learn and improve our service.

The Township recognizes your right to make a complaint, compliment or make suggestions on ways to improve our service.

If you want to comment on our customer service, we invite you to complete the feedback form available in all facilities.

You can also comment in person, by writing, by phone or by email to:

Deputy Clerk  
Township of Drummond/North Elmsley  
310 Port Elmsley Road  
Perth ON K7H 3C7

**Phone:**

613-267-6565 ext 251

**Fax:**

613-267-2083

**Email:**

cryder@dnetwork.ca

## DISRUPTIONS IN SERVICE

We know that people with disabilities often go to a lot of trouble to access our services.

It is possible that from time to time there will be disruptions in service, such as an elevator under repair, renovations that limit access to an area, or a technology that is temporarily unavailable.

If a disruption in service is planned and or unexpected, we will give notice either on site and/or on the municipal website under news at:

**[www.dnetwork.ca](http://www.dnetwork.ca)**

## OUR STAFF ARE TRAINED

All of our staff, volunteers, committee members, contractors and Council members have received specialized training in accessible customer service to serve your better.



## SUPPORT ANIMALS

If you are accompanied by a guide dog or other service animal, you are welcome to enter the premises with the animal and keep it with you.

In the rare occasion that your animal is otherwise excluded by law from the premises, we will look to other available measures to enable you to obtain, use or benefit from the Township's goods and services.

Disabilities are not always visible and easy to distinguish. You should be prepared to show a letter from a regulated health professional confirming that the service animal is required for reasons relating to your disability.

Your animal will be allowed anywhere customers normally have access.

You will be responsible for the care and supervision of the service animal.



## SUPPORT PERSONS

If you are accompanied by a support person, he/she is can enter the premises with you and will be able to stay with you while on the premises.

In some instances, we may require the support person to be with you, but only if a support person is necessary to protect your health or safety or the health or safety of others on the premises.

We will consider confidentiality and privacy laws with respect to information available to persons providing support.

As a rule, there will be no extra fees for your support person when fees are involved.

In the event that a fee applies to your support person, we will provide advance notice of the amount payable. Where we require a support person to accompany you, all fees be will waived

## REQUESTING A COPY OF OUR POLICY

Copies of our policy on the topics listed in this brochure are available at the municipal office.