

Staff Report

Report To: City Council
Report From: Melissa Clancy, Human Resources Manager
Meeting Date: March 1, 2021
Report Code: CR-21-024
Subject: Accessible Customer Service Standards Policy

Recommendations:

THAT in consideration of Staff Report CR-21-024 respecting Accessible Customer Service Standards Policy, City Council directs staff to bring forward a by-law to adopt the Accessible Customer Service Standards Policy attached to this report.

Highlights:

- Policy CrS-HR62 Accessible Customer Service Standards has been revised.

Strategic Plan Alignment:

Optimize the City's operations while maintaining or improving quality of life

Background:

The Corporation of City of Owen Sound is in the business of providing service and services to our customers. Our customers can include residents, tax payers, visitors, tourists, employees, businesses, developers, builders and other individuals who receive service(s) from the City or City staff. This policy has been revised and updated to provide employees with guidelines for providing consistent, fair, effective and friendly service to all of our customers.

The Accessible Customer Service Standards Policy, has previously been approved, and a by-law passed, by council; therefore the revised policy is following the same process. Please note that the department location of the Accessible Customer Service Standards Policy will be reviewed as part of the upcoming Policy Review Project.

Analysis:

The City has been informed by the Ministry of Seniors and Accessibility that some additional wording was recommended to the City's Accessibility Policies related to Customer Service Standards, as well as Employment Standards.

The recommendations for wording and revisions to incorporate the policy into the City's current policy template have been completed. The revisions requested by the Ministry of Seniors and Accessibility were as follows:

- Under the Definitions section, include a definition for "assistive devices"
- Add a section on "Use of Assistive Devices", with recommendations on what to include in this section provided.
- In the section on "Use of Support Persons", include if the City requires a person with a disability to be accompanied by a support person when on the premises, the City will waive the payment, if any, payable in respect to the support person's admission to the premises.

The City has been completing the training required to meet the requirements for the Customer Service Standards Policy. Currently each employee of the City completes the following Accessibility courses:

- Ontario Human Rights Commission – [Working Together: The Code and the AODA](#)
- AccessForward – [Customer Service Standard](#)
- AccessForward – [Integrated Accessibility Standard Regulations](#)

Additionally, council completes training on Accessibility during the council orientation session at the start of the council term.

Financial Implications:

There are no financial implications with this revised Customer Service Standards Policy. This revised policy places the City in compliance with the Ministry of Seniors and Accessibility requirements.

Communication Strategy:

The revised policy will be communicated and reviewed by City employees.

Consultation:

Compliance Officer, Ministry of Seniors and Accessibility

Attachments:

CrS-HR-62 – Accessible Customer Service Standards Policy

Recommended by:

Melissa Clancy, Human Resources Manager

Reviewed by:

Kate Allan, Director of Corporate Services

Submission approved by:

Tim Simmonds, City Manager

For more information on this report, please contact Melissa Clancy, Human Resources Manager at mclancy@owensound.ca.