



Town of Whitby Policy

Policy Title:	Accessible Customer Service
Policy Number:	A 030
Reference:	Ontario Regulation 429/07, Accessibility for Ontarians with Disabilities Act, Ontarians with Disabilities Act, Council Resolution #140-09 and #336-12
Date Originated:	May 11, 2009
Date Revised:	December 10, 2012
Review Date:	As required
Approval:	Council
Point of Contact:	Accessibility Coordinator

Policy Statement

The Corporation of the Town of Whitby (hereinafter referred to as the Town) shall establish policies, procedures and practices governing the provision of accessible customer service to all customers including people with disabilities doing business with the Town. Goods and services includes those that are provided by elected officials, employees, contractors, consultants, temporary and other workers, committee of council members and volunteers of the Town (hereinafter collectively referred to as affected parties). Affected parties are required to exercise high standards of professionalism, integrity, and impartiality in the conduct of Town business. In addition, affected parties are required to adhere to all applicable laws that regulate their conduct in the performance of their respective duties.

The Town of Whitby is committed to:

1. Ensuring that decisions, actions and planning for the community apply the principles of dignity, equal opportunity, independence and integration;
2. Identifying, removing and preventing barriers to our programs, services and facilities;
3. Providing an inclusive community in which employees, residents and visitors have equitable access for all ages, abilities and circumstances; and
4. Consulting with residents, people with disabilities and the Accessibility Advisory Committee in working toward increasing inclusivity and accessibility within the Town of Whitby, related to municipal designs and projects.

The Town strives to deliver an inclusive and welcoming environment for all community members and visitors.

**In accordance with authority delegated to the Town Clerk per Council Resolution #527-17 and the Procedure By-law, the Policy Statement was updated on January 26, 2024.*

Purpose

To establish corporate practice for accessible customer service in compliance with Ontario Regulation 429/07 (Accessibility Standards for Customer Service) and Ontario Regulation 191/11 (Integrated Accessibility Standards) made under the Accessibility for Ontarians with Disabilities Act, 2005, ensuring that goods, services, facilities and programs are accessible for all customers, including persons with disabilities.

Scope

This policy applies to all elected officials, employees, contractors, consultants, temporary and other workers, committees of council and volunteers of the Town (referred to above as affected parties).

This Policy is hereby approved by Council Resolution #140-09 and #336-12 on this 10th day of December, 2012.