

**MUNICIPAL ACCESSIBILITY PLAN AND CUSTOMER SERVICE POLICY
(updated November 2011)**

Municipality: Armour Township
 PO Box 533
 56 Ontario Street
 Burk's Falls, ON P0A 1C0

 Phone 705-382-3332 or 705-382-2954
 Fax: 705-382-2068
 Email clerk@armourtownship.ca
 info@armourtownship.ca

Key Contact: Clerk Administrator

Population: 1241 (2010 Municipal Directory)

Municipal Highlights:

The Township of Armour is located in the south east corner of the Parry Sound District, 14 kilometres north of the District of Muskoka with Highway # 11 passing through it from south to north. The Township is situated in the Almaguin Highlands Tourist area and the population increases in the summer months to between 4,000 and 5,000 people in the form of seasonal tourists using our trailer parks and resorts, and owners of seasonal properties around our many lakes. Snowmobiling is an active winter recreation sport in Armour Township, with well maintained trails by the local snowmobile club. Our township is a preferred destination because of our topography, picturesque scenery and amenities.

Armour Township shared services with the Township of Ryerson and the Village of Burk's Falls are the Fire Department, the Landfill and Recycling Depot, the Arena and the Public Library.

Other Organizations and Agencies Participating in This Plan

The Katrine Community Centre Club is an active organization involved in the municipality. This group of community volunteers lease the municipally owned building known as the Katrine Community Centre, 6 Brown's Drive, Katrine, Ontario. This facility is actively used by the public for community social and recreational events.

Target Group For Plan: General Public and Staff

Activity: Update Accessibility Plan and Customer Service Policy to reflect current information

Time Period of Activity: November, 2011

Plan Development Working Group

Staff and Council of the Township of Armour with consultation with members of the public developed this plan. This plan has been compiled using their personal experiences and consultation with the residents of the municipality. The Corporation of the Township of Armour is committed to providing quality programs and services that are accessible to all persons served by the municipality.

Initiative:

Council and staff of the Township of Armour will review the current status of all buildings, parks and playgrounds owned and operated by the municipality and general policies and procedures to identify, remove and where possible, prevent barriers for people with disabilities.

Decision Making Review: Council

Review Methodologies: Policy and Operational Review

Review Date: Annually

Identified Existing Barriers: Physical, mental, language, education, physiological (age)

Operational Review:

The Township of Armour is a small rural municipality with few public buildings. Over the years staff have provided courteous service and fulfilled requests for goods to all the public, providing for individual assistance to those with disabilities when the need arises.

Buildings:

1. Municipal Office and Council Chambers, 56 Ontario Street

This single storey building with a full basement contains the municipal administration offices, building department and council chamber for the Township of Armour. The TRI R Administrators office is situated below level. This building is frequently used by the public. Disabled parking is provided and identified by signage. The front entrance is accessible via a ramp, complete with an automatic door opener. Council chambers is also wheelchair accessible. The building is equipped with staff washrooms staff kitchen facilities and storage areas. Two accessible public washrooms are provided.

Identified Issues:

- ▶ Council chambers is not equipped with any auditory or visual aid equipment.
- ▶ Gravel parking lot may make building accessibility a challenge.
- ▶ Future staff with accessibility issues may require structural modification to lunch room and offices
- ▶ Sidewalks must be maintained by contract worker in the winter

Opportunities for Improvements: When funds are available the following should be considered a priority:

- ▶ Pave parking lot of the municipal office building
- ▶ Equip council chambers with auditory and visual aid equipment
- ▶ Explore software that would make the municipal website more accessible
- ▶ Lunchroom and offices to accommodate future staff who may have accessibility issues
- ▶ Basement should be equipped with an elevator for access

2. Municipal Garage, 564 Garage Road

This is a single storey building which houses the road department dump trucks, grader, backhoe, excavator/brusher, lunchroom and storage. A sand/salt storage building is also located on this property. These buildings and property are not normally frequented by members of the public.

Identified Issues:

- ▶ Gravel parking lot may make building accessibility a challenge
- ▶ No automatic door opener
- ▶ No handicapped parking is designated
- ▶ A single step up is required to access the staff lunchroom

Opportunities for Improvements: When funds are available the following should be considered a priority:

- ▶ Designate a handicapped parking location and pave that area
- ▶ Make staff lunchroom and washroom accessible

3. Katrine Community Centre, 6 Browns Drive, Katrine

This is a single storey building with a basement that is used as a community centre/meeting hall. The building includes a kitchen, storage, bar, and washrooms. This building is frequently used by the public for community events. The parking lot is paved and disabled parking is provided and identified by signage. The building is accessible via a ramp. The basement of this facility is used as a seniors meeting and recreational area and is equipped with a chairlift. Plans to replace three exterior doors commenced in November, 2011, include option of making main entry door automatic.

Identified Issues:

- ▶ No automatic door opener (remedy is in progress)
- ▶ Wheelchair accessible washrooms for women and men need improvements and upgrades

4. Berriedale Community Centre, 232 North Pickerel Lake Road

This single storey building is not currently being used as a community

centre, and is leased to a private individual who runs a seasonal antique store. No improvements are proposed for this structure.

5. Landfill/Recycling Centre, 141 Chetwynd Road

This is an outdoor facility with one main processing building, and two outbuildings which are not accessible to the public. A quonset hut houses recycling material and the public has access to this building. The facility is used by the public to dispose of household waste and recycling material. Access to the facility is via motor vehicle on a gravel drive. Staff is available to assist with removal of materials from vehicles, as needed, in order that individuals need not remove themselves from their vehicles.

Identified Issues:

- ▶ Signage to direct individuals with special needs should be installed
- ▶ Facility cannot accommodate staff with special needs in current condition
- ▶ Individuals with special needs cannot function independently in the facility's current condition

6. Doe Lake Municipal Park, 1014 Ferguson Road

This municipal park is complete with public beach, washroom building equipped with a wheelchair ramp, beach volleyball area, basketball pad and net, swings, and playground equipment. The playground equipment has been upgraded in 2010 to include new equipment which provides barrier free play.

7. 12 Three Mile Lake Road, Katrine

This facility consists of a wood frame building and a wood framed shingled canopy for shelter. There is a gravel drive with a large grass and gravel parking area. The facility has been rented to a food vendor, who operates out of a personal trailer on an annual lease. No improvements are planned for this location at this time.

Township of Armour

Municipal Accessibility Plan

Customer Service Policy

(Updated November, 2011)

Providing Goods and Services to People With Disabilities

1. Our Mission

The mission of the Corporation of the Township of Armour is to provide quality programs and services that are accessible to all persons served by the municipality.

2. Our Commitment

In fulfilling our mission, the Corporation of the Township of Armour strives to at all times, provide goods and services in a way that respects the dignity and independence of people with disabilities. We are 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.

3. Providing Goods and Services to People with Disabilities

The Corporation of the Township of Armour is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

3.1 Communication

We will communicate with people with disabilities in ways that take into account their disability.

We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

3.2 Telephone Service

The municipality will make reasonable efforts to provide accessible telephone service to our customers. We will train staff to communicate over the telephone in clear and plain language and to speak clearly and slowly. We will offer to communicate with customers by regular mail or email if telephone communications is not suitable to their needs.

3.3 Assistive Devices

We are committed to serving people with disabilities who use their own assistive devices to obtain, use or benefit from our goods and services.

3.4 Billing

We will make reasonable efforts to provide accessible invoices/tax billings to all our customers. For this reason invoices/ tax billings will be provided on request, by large and or darker print or by email. We will answer any questions customers may have about the content of the invoice/ tax bill in person, by telephone or email.

4. Use of Service Animals and Support Persons

We are committed to welcoming people with disabilities who are accompanied by a service animal (unless excluded by other law, then we will take reasonable efforts to find an alternate means of providing assistance) on the parts of our premises that are open to the public and other third parties.

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter the Township of Armour premises with his or her support person. At no time will a person with a disability, who is accompanied by a support person be prevented from having access to his or her support person while on our premises. Fees will not be charged for support persons for admission to the Township of Armour premises for any events where a fee is required.

5. Notice of Temporary Disruption

The municipality will make reasonable efforts to provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if available. (See Schedule "A")

6. Training of Staff

The Corporation of the Township of Armour will provide training to staff who interact with the public or other third parties on their behalf. This will involve training council, administrative, road department and landfill staff and volunteers on an annual basis, with new staff being updated with in a reasonable time period after commencement of employment.

Training will include the following:

- ▶ The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- ▶ How to interact and communicate with people with various types of disabilities
- ▶ How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- ▶ What to do if a person with a disability is having difficulty in accessing the Corporation of the Township of Armour goods and services
- ▶ The Corporation of the Township of Armour policies, practices and procedures relating to the customer service standard.

Applicable staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

7. Feedback Process

The Corporation of the Township of Armour welcomes feedback on our provision of services while serving customers with disabilities. Feedback may identify areas that require change and encourage continuous service improvement. (See Schedule “B”) The public can provide feedback (See Schedule “C”) to the municipality on the delivery of goods and services to persons with disabilities:

- ▶ By regular mail addressed to: Municipal Clerk Administrator
P.O. Box 533
56 Ontario Street
Burk’s Falls, ON P0A 1C0

- ▶ By telephone: 705-382-3332 or 705-382-2954

- ▶ By fax: 705-382-2068

- ▶ In person: Municipal Office
56 Ontario Street
Burk’s Falls ON

- ▶ By email: clerk@armourtownhsip.ca

Feedback will not be acted upon unless the person providing same includes his or her name, mailing address and daytime telephone number. The Township will make reasonable efforts to provide acknowledgement to feedback within seven business days from receipt (See Schedule “D”)

8. Modifications to this or other Policies

The Corporation of the Township of Armour is committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore no changes will be made to this policy before considering the impact on people with disabilities. The Corporation of the Township of Armour will make reasonable efforts to modify or amend any policy that does not respect and promote the dignity and independence of people with disabilities.

9. Questions About This Policy

If anyone has a question about this policy or if the purpose of the policy is not understood, an explanation should be provided by or referred to the municipal clerk's office of the Township of Armour located at 56 Ontario Street, P. O. Box 533, Burk's Falls, ON P0A 1C0 (Phone 705-382-3332)

Township of Armour

Municipal Accessibility Plan

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Schedule "A"

Document for Notification to the Public
Disruption in Service

Type of Disruption _____

Reason For Disruption _____

Duration of Disruption _____

Alternative Facilities
for Service _____

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Schedule “B”

Invitation for Comments on the Provision
of Goods and Services to People with Disabilities
and availability of the Policy.

We welcome your input and comments.
We strive to improve accessibility for our customers
with disabilities and we welcome your feedback.

This accessibility plan and customer service policy is available:

- ▶ in hard copy from the municipal office
- ▶ download from our website

You may forward your comments by mail to:

Clerk Administrator
Township of Armour
P.O. Box 533
56 Ontario Street
Burk's Falls, ON P0A 1C0

clerk@armourtownship.ca

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Schedule "C"

Document for Obtaining Comments

Customer Comment Form

Thank you for visiting the Corporation of the Township of Armour. We value all our customers and strive to meet the needs of all. Please assist us by providing the following information:

Did we respond to your customer service needs today ?

Yes

No

Was our customer service provided to you in an accessible manner ?

Yes

Somewhat

No

Did you have any problems accessing our goods and services ?

Yes (please provide details) Somewhat (please provide details) No

Name _____

Mailing Address _____

Phone Number _____

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Schedule "D"

Document For Addressing Customer Comments

Date Comments Received:

Name of Customer: _____

Address: _____

Phone Number: _____

Details:

Follow-up: _____

Action: _____

Staff Member: _____ Date: _____