

Purpose

This procedure implements, in part, the City of Peterborough's Corporate Accessibility Policy. The purpose of this procedure is to provide instructions regarding how the City will provide notice of the availability of documents and the manner and format by which documents will be provided.

Application

This procedure applies to:

- Every customer service representative;
- Anyone who participates in developing City policies, practices, and procedures governing the provision of City goods or services to members of the public or other third parties; and
- Managers/supervisors of facilities and service areas where City goods or services are provided who are responsible for ensuring compliance with this procedure.

This procedure includes only original City documents developed in response to the Accessibility Standards for Customer Service, as detailed later in this procedure.

This procedure does not include other City documents. For example, this procedure does not require the City's Official Plan to be provided in accessible formats.

Procedure

Documents available in accessible formats

The City will ensure that a document describing the following policies and procedures is available in accessible formats:

- Accessible customer service policy
- Accessible customer service training procedure
- Assistive devices procedure
- Availability of accessible customer service documents procedure
- Feedback on the provision of goods and services to people with disabilities procedure
- Notice of temporary service disruptions procedure
- Service animals procedure

- Support persons procedure
- Communicating and interacting with people with disabilities procedure

Accessible formats

When providing a document to a person with a disability, the City will provide the document, or the information contained in the document, in a format that takes the person's disability into account.

Providing notice of availability of accessible documents

The City will notify the public and other third parties regarding the availability of accessible customer service documents on the website www.peterborough.ca. The notice will:

- Indicate that the document is available in accessible formats;
- Provide a link to an electronic, plain-text version of the document; and
- Explain how to request alternate formats.

Requests for accessible customer service documents

Accessible customer service document(s) will be available to the public at peterborough.ca.

Anyone can request and obtain a copy of the City's accessible customer service documents. Requests can be made in person to any customer service representative. Requests submitted by telephone, website, e-mail, facsimile, or in writing will be directed to the Customer Service Coordinator.

When a customer service representative receives a request for an accessible customer service document the customer service representative will:

- Ask the person if they would like the document in an accessible format. If so, ask the person's preferred format; and
- If the document can be readily produced in the requested format, provide the person with the document as soon as is reasonably possible and confirm that the format is acceptable; or
- If the document cannot be readily produced in the requested format, contact the Customer Service Coordinator to address the request. The customer service representative will provide the Customer Service Coordinator with the customer's name and preferred contact information. The Customer Service Coordinator will consult with the person with a disability to determine an alternate format that is

acceptable. When the person receives the document, the Customer Service Coordinator will confirm that the format is acceptable.

The Customer Service Coordinator will make every reasonable effort to ensure that requests for accessible customer service documents do not take significantly longer than requests for the same documents in standard print.