

Purpose

This procedure implements, in part, the City of Peterborough's Corporate Accessibility Policy. The purpose of this procedure is to provide guidelines regarding the use and availability of assistive devices, services, and alternate service methods to access City goods or services.

Application

This procedure applies to:

- Every person with a disability who uses an assistive device or would benefit from assistive services or alternate service methods;
- 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;
- Premises, where City goods or services are offered, to which the public or other third parties have access; and
- Managers/supervisors of facilities and service areas where City goods or services are provided who are responsible for ensuring compliance with this procedure.

Procedure

Use of personal assistive devices

Customer service representatives will allow people to use their personal assistive devices to access the City's goods or services.

There may be circumstances where use of a personal assistive device is prohibited by law or is determined by the customer service representative to pose a significant safety risk to the person with a disability or others. In these cases, the customer service representative will offer alternate service methods or alternate available assistive devices in consultation with the person with a disability.

The customer service representative will consult with their supervisor or manager when they are uncertain about the use of assistive devices.

Inventory of assistive devices, services and alternate service methods

If a facility or service area that provides City goods or services has an inventory of assistive devices, a list will be compiled and maintained.

Examples of assistive devices:

- TTY (teletypewriter)
- Telephones with large numbers
- Personal amplifiers
- Sound systems

Examples of assistive services:

- Guided tours
- Alternate location for service delivery

Examples of alternate service methods:

- Customer service representative assisting a person to complete a transaction
- Providing home delivery of goods or services

Providing access to assistive devices, assistive services, and alternate service methods

Customer service representatives will be trained on how to use the equipment or assistive devices available on City premises that may help with the provision of goods or services to people with disabilities. If available, assistive devices, assistive services and alternate service methods will be provided by a customer service representative to any person upon request. Customer service representatives will offer available assistive devices, services, or alternate service methods if:

- It is readily apparent that a person would benefit from the device or service; or
- The service is needed as an alternative to a person's assistive device.