

Comments

We welcome comments on the provision of goods or services to people with disabilities. Comments can be directed to the Deputy Clerk by e-mail, telephone, fax in person or in writing:

E-mail:

shirley.preston@trenthills.ca

Telephone:

(705) 653-1900 ext. 248

Fax:

(705) 653-5203

In person, or in writing:

The Municipality of Trent Hills
66 Front Street South
P.O. Box 1030
Campbellford, ON K0L 1L0



Comments provided will be reviewed by staff and by the Accessibility Advisory Committee. A timely response will be provided. An annual report on the nature and results of the comments and feedback will be made available by the Deputy Clerk and Accessibility Advisory Committee.

If you are a person with a disability, or if you provide support for a person with a disability, please:

- Let us know how we can help. We are open to discussing your ideas on the service options available.
- Help our staff understand your needs.



Come for a visit. Stay for a lifestyle.

Trent Hills

Accessible Customer Service Policy

The Municipality of Trent Hills acknowledges and recognizes the diversity in the community and strives for universally accessible customer service so that the accessibility of services improves for everyone.

Background

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) was passed by the Ontario legislature with the goal of creating standards to improve accessibility across the province.

The AODA allows the government to develop specific standards of accessibility that are designated to help make Ontario more accessible.

One of the specific standards that has been developed, and made law, is the Accessible Customer Service Standard. This standard details specific requirements for all service providers.

In general, providers must deliver service in a way that preserves the dignity and independence of people with disabilities.

Accessible Customer Service Policy Statement

The Municipality of Trent Hills provides goods and services to all residents, including those with disabilities. Every effort will be made to ensure the following:

- The goods and services will be provided in a manner that respects the dignity and independence of persons with disabilities.
- The provision of goods and services to persons with disabilities, and others, will be integrated unless an alternate measure is necessary, whether temporarily or permanently, to enable a person with a disability to obtain, use or benefit from the goods and services.
- People with disabilities may use assistive devices, guide animals and/or support persons in the access of goods and services.

- People with disabilities will be given an opportunity, equal to that given to others, to obtain, use and benefit from goods and services.

Feedback

Feedback concerning accessible customer service allows opportunities for the Municipality of Trent Hills to learn and improve. The Municipality values feedback about our services and recognizes the right of customers to make a complaint, compliment or suggestion about our services. The Municipality is committed to using customer feedback to improve services and focus on the needs of our customers.

