

Policy

Department/Section All	Policy and Procedures for POL-AODA-4
Subject Accessibility Policy	Enacted by Council: October 12, 2016
	Motion # C161012-16

1. Background

The *Accessibility for Ontarians with Disabilities Act, 2005* (“AODA”) was passed with the purpose of developing, implementing and enforcing accessibility standards in order to achieve accessibility for all persons with disabilities with respect to goods, services, facilities, accommodations, employment, buildings structures and premises.

The purpose of the Accessibility Policy is to govern how the municipality will achieve accessibility measures as required through the AODA, and applicable Regulations and Standards.

2. Definitions

“Assistive device” shall mean a device used to assist persons with disabilities in carrying out activities or in accessing goods and services provided by the Township of Oro-Medonte.

“Accessible format” may include, but are not limited to, large print, recorded audio, electronic formats such as HTML, PDF, TIFF and MS Word, braille, read, write or draw, closed captioning, assistive devices, sign language or interpretation, repeating, clarifying or restating the information, and other formats usable by persons with disabilities.

“Communications” means the interaction between two or more persons or entities, or any combination of them, where information is provided, sent or received.

“Communication supports” may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications produced by the Township.

“Disability” shall mean:

- a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;

- b) a condition of mental impairment or a developmental disability;
- c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- d) a mental disorder; or
- e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act*.

“Employees” shall mean every person who deals with members of the public or other third parties on behalf of the Township, whether the person is authorized to do so as an employee, agent, volunteer or otherwise.

“Information” includes data, facts and knowledge that exists in any format, including text, audio, digital or images, and that conveys meaning.

“Person with a disability” shall mean those individuals that are afflicted with a disability as defined under the *Ontario Human Rights Code*.

“Regulated Health Professional” as defined under the *Regulated Health Professions Act*.

“Service Animal” shall mean any animal used by a person with a disability for reasons relating to the disability where it is readily apparent that the animal is used by the person for reasons relating to the disability; or where the person provides a letter from a Regulated Health Professional or the Attorney General of Canada confirming that the person requires the animal for reasons relating to the disability; or a valid identification card signed by the Attorney General of Canada or a certificate of training from a recognized service animal training school.

“Support person” shall mean a person who accompanies a person with a disability in order to assist the person with communication, mobility, personal care, medical needs or with access to goods and services.

“Township” shall mean The Corporation of the Township of Oro-Medonte.

3. General Statement

The Township shall use reasonable efforts to ensure that its policies and procedures are consistent with the following principles:

- 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 on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods and services;
- Persons with disabilities will be given an opportunity equal to that given to others to obtain, use and benefit from the goods and services;
- Persons with disabilities may use assistive devices and/or support persons in the access of goods and services;
- Communication with a person with a disability shall be done in a manner that takes into account the person’s disability.

This policy and applicable procedures applies to all persons who deal with members of the public as an employee for the Township (see definition of “employee”).

In order to assist persons with disabilities access our services, employees can:

- Ask how they can help.
- Offer a variety of methods of communication and how to interact with persons with disabilities. And,
- Understand the nature and scope of the service offered.

A list of types of assistive devices will be maintained, reviewed and amended periodically, and attached to this Policy as Appendix “A”.

4. General

The Township is committed to meet the accessibility needs of persons with a disability in a timely manner, including but not limited to:

i) Accessibility Plan

The Township will establish, implement and maintain a multi-year Accessibility Plan (Plan) which will outline the Township’s strategy to prevent and remove barriers and meet its requirements under the AODA.

The Plan will be reviewed by the Township’s Accessibility Advisory Committee (AAC) and approved by Council at least once every five years. All members of the public, are encouraged to provide input into the development of the Plan.

An Annual Status Report will be created which will identify the progress of the measures taken to implement the Plan. The Report will be presented to the AAC and Council.

The complete Accessibility Plan and Annual Status Report will be available to the public through the Township’s website and at the Township’s Administration Centre. Upon request, it can be presented in an accessible format.

ii) Procuring or Acquiring Goods, Services or Facilities

As per the Procurement By-law, as amended, the Township encourages:

- a) When procuring goods or services, the Township shall have regard, in addition to quality, cost and timing, the incorporation of accessible criteria and features, where possible, to prevent barriers to access for people with disabilities. The *Ontarians with Disabilities Act, 2001, S.O. c. 32*, and the Corporate Accessibility Plan require that when deciding to purchase goods or services, Building Construction and equipment, the Township is to have regard to the accessibility for persons with disabilities to the goods or services. As such, the Township is committed to accessibility principles and is taking steps to improve accessibility within the Township in accordance with the *Ontarians with Disabilities Act*.
- b) If it is not deemed possible to procure accessible goods, services or facilities, the Township will provide an explanation as to why it did not obtain accessible goods, services or facilities when asked and will provide the explanation in the most suitable accessible format to the requester.

- c) Any successful bidder who provides customer service on behalf of the Township is legally responsible with the provisions outlined in Ontario Regulation 429/07 with respect to training. The successful bidder shall ensure that such training includes, without limitation, a review of the purposes of the Act and requirements of the regulation, as well as instruction regarding all matters set out in the regulation. By signing the Forms of Quotations, Tenders or Proposals, the contractor has agreed to be in full compliance with this regulation. Additionally, the successful bidder will review and acknowledge the Township's Accessibility Policy."

If the Township determines that it is not practicable to incorporate accessibility criteria and features when procuring or acquiring goods, services or facility, an explanation will be provided upon request.

iii) Training

The Township is committed to ensuring training is provided on the requirements of the accessibility standards to all employees, persons who participate in the developing of Township policies, and all other persons who provide goods and services on behalf of the municipality.

Employees will be trained as soon as practicable. Training will also be provided in respect to changes in the policy on an ongoing basis and scheduled at a minimum of twice per year to ensure that all new employees are trained, as well as the opportunity for re-training is provided in a timely manner. Training dates, times and locations will be sent to the Senior Management Team, Hall Boards and any other applicable group(s) to provide Staff with a list of attendees.

Records of the training will be maintained – including dates and names of individuals trained.

The amount or format of training will be tailored to suit each employee's interactions with the public on behalf of the Township, and in accordance with the requirements of the Act and Regulations. The content of the training will include, but not limited to:

- areas of the accessibility standards that are relevant to their work responsibilities:
 - employment;
 - information and communications;
 - transportation;
 - design of public spaces.
- the *Ontario Human Rights Code* (where it relates to people with disabilities).
- when the Township makes any changes to the Accessibility Policy or applicable procedures.

5. Information and Communication

a) Communicating with Persons with Disabilities

- When communicating with a person with a disability, employees shall do so in a manner that takes into account the person's disability;
- Should the Township be requested to provide a person with a disability a public document or information, the Township will take into consideration the communication needs of the person with the disability and provide the document or information in a format that is agreed upon by the person with the disability;

- If one form or method of communication cannot be used by a person with a disability, the Township will do their best to provide another form or method, or a combination.

Practices and Procedures – In person

- Treat people with disabilities with the same respect and consideration you have for everyone else;
- Patience, and a willingness to find a way to communicate are your best tools;
- Smile, relax, and keep in mind that people with disabilities are just people;
- Don't make assumptions about what type of disability or disabilities a person has;
- Some disabilities are not visible, take the time to get to know your customers' needs;
- Be patient, people with some kinds of disabilities may take a little longer to understand and respond;
- If you're not sure what to do, ask the person "May I help you?";
- If you can't understand what someone is saying, just politely ask again;
- Ask before you offer to help. Persons with disabilities know if they need help and how you can provide it;
- Find a good way to communicate, a good start is to listen carefully;
- Look at your customer, but don't stare;
- Speak directly to a person with a disability, not to their interpreter or someone who is with them;
- Use plain language and speak in short sentences;
- Don't touch or address service animals as they are working and have to pay attention at all times;
- Ask permission before touching a wheelchair or a piece of equipment.

Practices and Procedures – Over the telephone

- Speak clearly and directly;
- Don't worry about how their voice sounds, concentrate on what's being said;
- Be patient, don't interrupt and don't finish the person's sentences. Give the person time to explain him/herself;
- If you don't understand, just ask again;
- If you're not certain what was said, just repeat or rephrase what you've heard;
- If the person is using an interpreter or a TTY line, speak to the person, not to the interpreter;
- If the person has great difficulty communicating, make arrangements to call back when it's convenient to speak with someone else.

b) The Township shall use reasonable efforts to ensure that its policies and procedures are consistent with the following principles:

- Shall, upon request, provide or arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs, at a cost that is no more than the regular cost under the Township's Fees and Charges By-Law (if applicable).
- Shall consult with the person making the request in determining the suitability of an accessible format or communication support;
- Shall notify the public about the availability of accessible formats and communication supports;

c) As provided by the IASR, exemptions to the provision of accessible documents may include:

- When the technology to convert the information is not readily available; or

- The information may be lost in the conversion process and cannot be conveyed in a meaningful way (examples: visual information in an architectural blueprint).
- If it is not possible to convert the requested material, the Township will provide the requester with an explanation as to why the information or communications are unconvertible and a summary of the information or communications requested.

6. Communication Practices

i) In-House Printed Material and Publications

In-house printed material and publications produced on behalf of the Township shall contain a note indicating “alternative formats are available upon request” and include relevant contact information. Where possible, Township publications shall adhere to the CNIB’s Clear Print Standards¹, being, but not limited to:

- Use high contrast colours for text and background (examples: black or dark blue text on a white or yellow background, or white/yellow text on a black/dark blue background, avoid use of red);
- Printed material is most readable in black and white and reserve coloured text for titles, headlines or highlighted material;
- Keep the text preferably between 12 and 18 points;
- Leading space, which is the space between lines of text, should be at least 25 to 30 percent of the point size;
- Use an Arial or Tahoma font;
- Use fonts with medium heaviness and avoid light type with thin strokes (examples: when emphasizing a word or sentence, use a bold or heavy font; avoid italics or upper-case letters);
- Choose a monospaced (non-justified) font rather than one that is proportionally (justified) spaced, keep a wide space between letters;
- Separate text into columns to make it easier to read;
- Use wide binding margins or spiral bindings if possible;
- Use flat pages;
- Use a matte or non-glossy finish to cut down on glare;
- Avoid watermarks or complicated background designs;
- Use distinctive colours, sizes and shapes on the covers of materials to make them easier to tell apart;
- Avoid using the return key to add multiple spaces.

ii) Marketing and Promotional Materials and Publications

- a) In-house marketing and promotional materials and publications produced on behalf of the Township may deviate from the CNIB’s Clear Print Standards to allow for the marketing and promotional materials and publications to be reflective of the messaging. The Township shall, upon request, provide or arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the person’s accessibility needs, at a cost that is no more than the Township’s Fees and Charges By-Law (if applicable).

¹<http://www.cnib.ca/en/services/resources/Clearprint/Documents/CNIB%20Clear%20Print%20Guide.pdf>

- b) Electronic materials and publications produced on behalf of the Township shall be provided in electronic formats such as, but not limited to, HTML, PDF, TIFF or MS Word.
- c) Should the Township be requested to provide a person with a disability a public document or information, the Township will take into consideration the communication needs of the person with the disability and provide the document or information in a format that is agreed upon by the person with the disability.
- d) If one form or method of communication cannot be used by a person with a disability, the Township will do their best to provide another form or method, or a combination.
 - Say what you mean, write what you mean;
 - Use the verb form rather than the noun form (avoid use of impersonal tone);
 - Use an active voice rather than a passive voice by using the word order: subject, verb and object);
 - Use positive rather than negative;
 - Cut out unnecessary words;
 - Keep paragraphs short;
 - Leave space between paragraphs;
 - Offer a verbal explanation of the information they are seeking;
 - Offer to provide the document in an abbreviated format and with extra white space.

7. Types of Disabilities

Below are a few types of disabilities and in no way excludes other types of disabilities.

a) Physical Disabilities

Physical disabilities include a range of functional limitations in moving or coordinating one or more parts of the body (i.e. muscle weakness, tremors, paralysis, Muscular Dystrophy, tendonitis, etc.). A physical disability may affect an individual's ability to:

- Perform manual tasks such as holding a pen, turning a key or gripping a door knob;
- Move around independently;
- Walk for long distances;
- Sit or stand for extended periods of time;
- Control the speed or coordination of movements;
- Coordination and balance;
- Manipulate objects; and/or
- Have strength or endurance.

b) Deaf, Deafened and Hard of Hearing

Hearing loss may cause problems in distinguishing certain frequencies, sounds or words. A person who is deaf, deafened or hard of hearing may be unable to:

- Maintain conversations over the telephone;
- Understand speech in noisy environments; and/or
- Pronounce words clearly enough to be understood.

c) Vision Disabilities

Vision disabilities can include loss of peripheral (side) vision, lack of central vision therefore the person cannot see straight, tunnel vision where a person can only see straight ahead,

some people can see the outline of objects while others can see the direction of light, and some people are completely blind. Vision loss may result in:

- Difficulty reading or seeing faces;
- Difficulty maneuvering in unfamiliar places;
- May restrict a person's ability to read signs, locate landmarks or see hazards;
- Inability to differentiate colours or distances;
- A narrow field of vision;
- The need for bright light, or contrast; and/or
- Night blindness.

d) Deaf-Blindness Disabilities

Deaf-blindness is a combination of hearing and vision loss. A person with this disability may utilize sign language systems, Braille, telephone devices, communication boards or a combination these. Many people who are deaf-blind use the services of an Intervener who relays the information to the person with the disability. Deaf-blindness may result in great difficulty to:

- Access goods and services;
- Communicate;
- Learn or comprehend; and/or
- Orientation and mobility.

e) Speech Disabilities

Speech disabilities involve the partial or total loss of the ability to speak, and includes difficulty with:

- Pronunciation;
- Pitch and loudness;
- Hoarseness or breathiness; and/or
- Stuttering or slurring.

f) Intellectual or Developmental Disabilities

Intellectual disabilities affect a person's ability to think and reason and the person may have difficulty with:

- Understand verbal or written information;
- Conceptual information;
- Perception of sensory information; and/or
- Memory.

g) Learning Disabilities

Learning disabilities include a range of disorders that affect the how a person receives, expresses or processes information and can result in difficulty with:

- Reading, mathematical skills, writing and/or fine motor skills;
- Problem solving;
- Time management;
- Orientation and following directions; and/or
- Processing information.

h) Mental Health Disabilities

Mental health disabilities include a range of disorders; however there are three main types: anxiety, mood and behavioral. People with mental health disabilities may appear:

- Irritated;
- Aggressive;
- Abrupt;
- Indecisive; and/or
- Spontaneous laughter or anger.

i) Smell Disabilities

Smell disabilities may involve the inability to sense smell or a hypersensitivity to smells. The person may have allergies to certain odours, scents or chemicals or may be unable to identify dangerous gasses, smoke, fumes or spoiled foods.

j) Touch Disabilities

Touch disabilities may affect a person's ability to sense texture, temperature, vibration or pressure. Touch sensations may be reduced or heightened resulting in a hypersensitivity to touch, temperature, sensations, or the opposite, numbness.

8. Assistive Devices

A person with a disability may provide their own assistive device for the purpose of obtaining, using and benefiting from the Township's goods and services. Situations where the Township has identified the assistive device to be a health and safety risk to either the of the person with the disability or others on the premises, the Township will make every reasonable effort to provide other means of assistance in order for the person with the disability to obtain, use or benefit from the goods and services. At all times, it is the responsibility of the person with the disability to be in care and control of the assistive device.

- Where Township devices are available, appropriate employees within the applicable area will be knowledgeable of the presence and trained in the use of the assistive devices and provide assistance to persons with disabilities upon request;
- Ensure that a person with a disability is permitted to enter the premises with the device and to use the device to access goods and services;
- Ensure that persons with disabilities are aware of assistive devices available on the Township's premises;
- Offer an assistive device in a manner that respects the person's dignity and independence;
- Do not lean or reach over an assistive device;
- Where possible, remove potential barriers to the use of assistive devices.

9. Service Animals

Persons with a disability may enter Township owned or operated premises accompanied by a service animal provided that the animal is not prohibited by law (i.e. banned by Provincial or Federal Legislation) or excluded by law (i.e. where food is prepared). In the event that the animal is prohibited, the Township will make every reasonable effort to provide other means of assistance in order for the person with the disability to obtain, use or benefit from the goods and services. If it is not readily apparent that the animal is a service animal, the

Township may ask for a letter signed by a Regulated Health Professional or the Attorney General of Canada, or a certificate of training from a recognized service animal training school. At all times, it is the responsibility of the person with the disability to be in care and control of the service animal.

- Every employee shall use reasonable efforts to allow persons with disabilities to be accompanied by their service animals;
- When the service animal is unruly or disruptive (i.e. jumping, biting, growling or other harmful or potentially harmful behavior), an employee may ask the person with the disability to remove the animal from the area or refuse to provide goods or services. Other reasonable arrangements to provide goods and services shall be explored with the assistance of the person with the disability;
- Employees will not touch, handle, feed or speak to the service animal;
- Where a service animal is excluded by law from the premises, the reason why the animal is excluded shall be explained to the person with the disability.

10. Support Persons

Persons with disabilities may enter premises owned or operated by the Township with a support person and have access to the support person while on the premises.

- The support person may be permitted to attend at no charge where admission fees are applicable;
- Employees will communicate directly with the person with the disability and not the support person unless otherwise instructed;
- Confidential information (i.e. tax information, personal information) that is discussed in the presence of a support person will be identified as such prior to the information being released, and the person with the disability will determine if the information can be released in the presence of the support person;
- If the confidential information to be discussed is of such great importance, the support person may be required to sign a confidentiality agreement, which is attached to this Policy as Appendix "B". Appendix "B" will be maintained, reviewed and amended periodically;

The Township may require a person with a disability to be accompanied by a support person where it is necessary to protect the health or safety of the person with the disability or others on the premises. Before making the decision, the Township shall:

- Consult with the person with a disability to understand their needs.
- Consider the health or safety reasons based on available evidence.
- Determine if there is no other way to protect the health or safety of the person or others on the premises.
- The Township will review any available resources that may be available to provide assistance to the person with a disability.
- The Township shall waive all fees of admittance (if one exists) for the support person(s).

11. Notice of Disruptions in Services and Facilities

In the event of a planned or unforeseen disruption of any services or facilities provided by the Township, the Township will make all reasonable efforts to provide notice of the disruption to the public. The notice may include the reason for the disruption, its anticipated duration, description of any alternative facility or service and any other available information.

- The notice will be posted on the Township's website at www.oro-medonte.ca, on any reasonably visible locations, noted on the Township's main voice mail message, any

appropriate voice mail and in any other manner deemed necessary, as soon as reasonably possible, and attached to this Policy as Appendix “C”. Appendix “C” will be maintained, reviewed and amended periodically;

- The Township will appoint an employee and a back-up employee to be responsible for posting and maintaining the notice of service disruption.

12. Feedback / Complaints

The Township will invite and welcome any feedback or complaints and view it as an opportunity to learn and improve.

- The Feedback / Complaint Form, attached to this Policy as Appendix “D”, will be posted on the Township’s website at www.oro-medonte.ca, or provided upon request, in a manner or format that takes into account the person’s disability;
- Feedback or complaints from members of the public shall be received by the Office of the Chief Administrative Officer in any communicative form appropriate for the person providing feedback or complaint;
- Any responses will be coordinated appropriately per the direction of the Chief Administrative Officer in a timely manner;
- Feedback or complaint will be reviewed by the appropriate employees to ensure that all appropriate and available measures will be undertaken by the Township in the provision of goods and services to persons with disabilities;
- Feedback or complaint will be considered highly confidential to ensure the protection of personal information;
- If feedback or complaint is received verbally, the employee shall produce the feedback or complaint in a written format and repeat the information to the person providing the feedback or complaint to ensure accuracy.

13. Accessible Formats and Communication Support

a) Emergency Procedure, Plans or Public Safety Information

The Township has in place several different emergency procedures, plans and public safety information. Upon request, public information regarding the Township’s emergency procedures, plans or public safety information will be provided in an accessible format.

b) Availability of Documents

The Township shall post the Accessibility Policy, the Accessibility Plan and Annual Status Report on the Township’s website at www.oro-medonte.ca and:

- The documents will be provided in a format as requested;
- The timeframe attached to the conversion process will vary depending on the media chosen, the size, the complexity and quantity of documents to be converted;
- Conversion shall be processed in-house whenever possible;
- Costs of the document shall be as per the Township’s Fees and Charges By-Law (if applicable), and all additional costs incurred due to the conversion will be absorbed by the Office of the Chief Administrative Officer.

b) Accessible Websites and Web Content

The Township will ensure the official municipal website and web content conforms to the World Wide Consortium Web Content Accessibility Guidelines (WCAG). Except where

meeting this requirement is not practicable, this conformity applies to websites, web content and web-based application that are controlled directly or through a contractual relationship that allows for the modification of the product and to web content.

14. Employment Standards

Employment standards apply to paid employees – not volunteers and other non-paid individuals. These standards are documented in detail in the municipality’s Human Resource Policy Manual. Specifically, the following standards are included and provide for accessibility accommodations: Recruitment; Accessible Formats and Communication Support for Employees; Workplace Emergency Response Information; Documented Individual Accommodation Plans; Return to Work Process; Performance Management; and Career Development and Advancement.

15. Exclusions

The Accessibility Policy shall not apply during any period where Council has declared a “State of Emergency” as defined under the *Emergency Management Act*.

16. Non-Compliance

Failure to comply with this policy and applicable procedures will result in disciplinary action up to and including dismissal.

17. Review and Amendments

The Accessibility Advisory Committee shall be responsible for the review process and recommend any amendments to this policy document. Review and amendments shall take place within the first quarter of every year, or as reasonably possible.

It is the responsibility of all employees of the Township of Oro-Medonte to ensure that they are aware of this policy by completing POL-HR-01-Form 1.

**Appendix “A” to POL-AODA-04
Available Assistive Devices at Township Facility**

Location	Devices
Administration Centre 148 Line 7 South	<ul style="list-style-type: none">• Magnifiers at front counters.• Audio playback for public meetings under the <i>Planning Act</i>, available on the Township’s website at www.oro-medonte.ca.• Voice Amplifiers in Council Chambers.• Projector screen in Council Chambers.• Seating areas for visitors.

**Appendix "B" to POL-AODA-04
Confidentiality Agreement for Support Person**

I, _____ as a support person for _____.

I Hereby Acknowledge and understand the following:

That the *Municipal Freedom of Information and Protection of Privacy Act* requires administrative, technical and physical safeguards to ensure the security and confidentiality of records and personal information under the control of The Corporation of the Township of Oro-Medonte.

I Acknowledge and understand that in my role as a support person, I may have access to and may be privy to records containing confidential information and/or personal information about the person I am supporting.

I Hereby Agree to obtain and use such confidential information solely for the use and purposes for which I was given such access by the person whom I am supporting, to hold such information confidential and, except as may be legally required, will not disclose or release it to any person at any time without proper consent or authorization.

I Further Agree to take appropriate security measures to prevent unauthorized access to confidential records and personal information which may come into my care and control.

Support Persons' Signature

Date

Declared before me
In the Township of Oro-Medonte, in the County of Simcoe
This _____ day of _____ 20 __

Commissioner of Oaths, etc.

**Appendix "C" to POL-AODA-04
Notice of Service Disruption**

There (is currently an unexpected / will be a scheduled) service disruption at the _____
_____.

The disruption will be from _____ until _____

This disruption includes:

- _____ -
- _____ -

The following alternate service/facility is available:

On behalf of the Corporation of The Township of Oro-Medonte, we would like to thank you for your patience and cooperation in this matter.

For questions or additional information contact:

**Appendix “D” to POL-AODA-04
Customer Feedback Form**

Thank you for visiting the Township of Oro-Medonte. We value all of our customers and strive to meet everyone’s needs.

Your feedback is important to us. By answering the following questions, you will help our organization to better assist you.

1	Date and time of your visit:	
2	Did we respond to your customer services needs today?	<input type="checkbox"/> Yes <input type="checkbox"/> No
3	Was our customer service provided to you in an accessible manner?	<input type="checkbox"/> Yes <input type="checkbox"/> Somewhat <input type="checkbox"/> No (please explain below)
4	Did you encounter any problems in accessing our good and services?	<input type="checkbox"/> Yes (please explain below) <input type="checkbox"/> Somewhat (please explain below) <input type="checkbox"/> No

Please add any other comments you may have:

Contact information (optional):

Thank you,
The Township of Oro-Medonte