



## **Accessibility Regulations for Contracted Services**

In accordance with Ontario Regulation 429/07, Accessibility Standards for Customer Service Section 6, every provider of goods and services shall ensure that every person who deals with members of the public or participates in the developing of the service providers policies, practices and procedures governing the provision of goods and services to members of the public, shall be trained on the following:

1. How to interact and communicate with persons with various types of disability.
2. How to interact with persons with disabilities who use assistive devices or require the assistance of a guide animal, or a support person.
3. How to use equipment that is available on the premises that may help in the provision of goods or services.
4. What to do if a person with a particular type of disability is having difficulty accessing the provider's goods or services.
5. Information on the policies, practices and procedures governing the provision of goods and services to people with disabilities.

Contracted employees, third party employees, agents and others that provide customer service on behalf of the Municipality of Northern Bruce Peninsula must meet the requirement of Ontario Regulation 429/07 with regard to training.

### **Accessibility Training**

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) Accessibility Standard for Customer Service (ASCS) and the Integrated Accessibility Standards Regulation (IASR) requires all contractors and their employees who provide goods, services or facilities on behalf of the Municipality to receive training on these standards and on the Human Rights Code as they pertain to person with disabilities.

The online Service-Ability <https://accessforward.ca/> e-course includes the Province's ASCS and IASR training. It is easily available to contractors for free.

## **Training Records**

Contractors must keep records of all training, including dates when training was provided, the number of employees who received training and individual training records for their business. Contractors are required to make this information available to the Municipality and/or the Province upon request.

## **Accessible Procurement**

Under the general requirements of the IASR, the Municipality is required to incorporate accessibility criteria, features and designs when procuring or acquiring goods, services, self-service kiosks or facilities, including written materials, web content and the delivery of programs, except where it is not practicable to do so. Contract specifications and evaluation include these criteria, features and designs where applicable.

More information on these subjects can be found from the Accessibility Standard for Customer Service and Integrated Accessibility Standards Regulation, through AccessON.

If you have questions, please contact the Deputy Clerk/Accessibility Coordinator at 519-793-3522 X229 or [deputyclerk@northernbruce.ca](mailto:deputyclerk@northernbruce.ca)

## **Acknowledgement**

I \_\_\_\_\_, confirm that I have read, understand and meet the requirements as outlined above for the Accessibility Regulations for Contracted Services and the on-line Serve-Ability e-course.

I further agree that all required training information will be provided to the Municipality of Northern Bruce Peninsula if requested.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date