

Comments

We welcome comments on the provision of goods or services to people with disabilities.

Comments can be directed to the Accessibility Coordinator by telephone, e-mail, in person or in writing:

E-mail:

accessibility@durham.ca

Telephone: 905-668-4113 ext. 2009

In person, or in writing:

The Regional Municipality of Durham
605 Rossland Rd. E. P.O Box 623
Whitby, ON L1N 6A3

Comments provided will be reviewed by staff, and where applicable by the Accessibility Advisory Committee (AAC). A timely response will be provided.

An annual report on the nature and results of the comments and feedback will be made by the Accessibility Coordinator to the AAC.

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.

Note

All documents related to the Customer Service Standard are available upon request. These documents can be provided in a format that meets your needs.



Accessible Customer Service



Regional Municipality of Durham

If you require this information in an accessible format, please contact the Accessibility Coordinator at (905) 668-4113 ext. 2009

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 designed 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 Statement

Durham 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.



- Notification of planned or unforeseen service disruptions will be posted in the most appropriate manner (e.g. on site, website, media)