

THE CORPORATION OF THE TOWNSHIP OF CARLOW/MAYO

BY-LAW NO. 25-2009

BEING A BY-LAW TO ADOPT AN ACCESSIBLE CUSTOMER SERVICE POLICY TO ESTABLISH POLICIES, PRACTICES AND PROCEDURES IN PROVIDING GOODS AND SERVICES TO PEOPLE WITH DISABILITIES

WHEREAS the Accessibility for Ontarians with Disabilities Act (AODA), 2005 became law on June 13, 2005. Under this landmark legislation, the Government of Ontario will develop mandatory accessibility standards that will identify, remove and prevent barriers for people with disabilities in key areas of daily living. The standards will apply to private and public sector organizations across Ontario;

AND WHEREAS the purpose of the AODA is to develop, implement and enforce standards for accessibility related to goods, services, facilities, employment, accommodation and buildings;

AND WHEREAS standards will be developed to achieve real results in stages. The Government of Ontario will set milestones that must be reached every five years or less, so that Ontario is accessible to people with disabilities by 2025;

AND WHEREAS the first standards under the AODA are the Accessibility Standards for Customer Service, Ontario Regulation 429/07, requires designated public sector organizations to comply by January 1, 2010 and to file a report with the Ontario Government on compliance with the standards between January 1, 2010 and March 31, 2010;

AND WHEREAS the Corporation of the Township of Carlow/Mayo is committed to setting an Accessible Customer Service Policy, establishing the practices and procedures, to provide goods and services in a way that respects the dignity and independence of all people and to provide people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers;

NOW THEREFORE the Corporation of the Township of Carlow/Mayo **ENACTS AS FOLLOWS:**

- 1. THAT** Council of the Township of Carlow/Mayo does hereby adopt an Accessible Customer Service Policy, attached hereto, as set out in Schedule "A" and forming part of this By-law.
- 2. AND THAT** this By-law shall come into force and effect upon its final passing.

READ A FIRST, SECOND AND THIRD TIME AND FINALLY PASSED THIS 16TH DAY OF NOVEMBER 2009.

David A. Panabaker
Reeve

Arlene Cox
Clerk-Administrator