

ACCESSIBILITY POLICY: MPP CONSTITUENCY OFFICE

STATEMENT OF COMMITMENT

At MPP Bill Walker's constituency office we are committed to meeting our obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), and meeting the needs of people with disabilities in a timely manner.

POLICIES

We are committed to providing excellent customer service to all constituents, including people with disabilities. Over the next few years, we will be making improvements to accessibility in the following areas:

- We will ensure that our employees are familiar with various assistive devices that may be used by our constituents with disabilities.
- We will communicate with people with disabilities in ways that take into account their disability.
- We will welcome people with disabilities and their service animals. Service animals are allowed in areas of our office that are open to the public.
- We welcome support persons accompanying constituents with a disability.

FEEDBACK

We welcome feedback, including comments about our services to people with disabilities. Constituents who wish to provide feedback can send an email to bill.walkerco@pc.ola.org, visit our office in person or mail to 100 – 920 1st Avenue West, Owen Sound, ON N4K 4K5. We will endeavour to respond within five business days.

NOTICE OF SERVICE DISRUPTION

We will notify constituents if there is a disruption at our office or in services usually used by people with disabilities. We will explain the reason for the disruption, how long it will last, and if alternative facilities or services are available. We may not be able to give advance notice if it is an emergency disruption.

TRAINING

We are committed to training staff on:

- accessible constituency service
- requirements of the Integrated Accessibility Standards Regulation
- aspects of the Human Rights Code that relate to accessibility

INFORMATION AND COMMUNICATIONS

We will communicate with people with disabilities in ways that take into account their disability. When asked, we will provide information about our office and its services, including public safety information. We will also meet internationally-recognized WCAG 2.0, Level AA website requirements in accordance with timelines set out in the Integrated Accessibility Standards Regulation.

CHANGES TO THIS OR OTHER POLICIES

We will modify or remove a policy that does not respect and promote dignity and independence of people with disabilities.