

# CITY OF WELLAND

## POLICY

<b>Policy Title:</b> Customer Service	
<b>Date of Approval:</b> October 21, 2008	<b>Policy Number:</b> HUM-001-00025
<b>Lead Role:</b> All Departments	<b>Support Role:</b> All employees
<b>Cross Reference:</b> Code of Conduct, Customer Service Policy Guidelines	<b>Next Review Date:</b>
<b>Council File Number:</b> 06-166	<b>Revision Date:</b> June 1, 2009

### Policy Statement:

City Council encourages, supports, promotes, and commits to the provision of barrier-free municipal services in a professional, timely, and courteous manner.

This policy will comply with the Accessibility Standards for Customer Service, O.Reg. 429/07 and will be reviewed and update annually to ensure that it remains in compliance with various Federal and Provincial Acts and Regulations.

The formation, provision, and delivery of City of Welland customer service will be in due regard to, in conjunction with, and as guided by, the following values and principles:

**COURTESY** – services will be provided in a friendly, respectful and courteous manner

**CONFIDENTIALITY** – information gathered or held in conducting business will be done so in strict confidence

**COMMUNICATION** – responses will be delivered in a clear, concise and timely manner whether by mail, fax, email, telephone, or alternative mode of communication

**SUPPORT FOR PARTNERS** – citizens and businesses are partners in raising and maintaining standards

**COMPLAINTS** – will be handled fairly, justly and promptly

**ACCESS TO INFORMATION** – City information will be available in a format accessible to all citizens, and will be regularly updated

**COMMITMENT** – to professional standards and delivery, and timely review of customer service policies and goals

**DIGNITY** – services will be provided in a manner that respects the dignity of all citizens

**EQUITY** – services will be provided in a manner that affords equal opportunity and benefit

## **Health & Safety Hum-001-0025**

INCLUSION – services will be provided in a manner that promotes the integration and full participation of all citizens

INDEPENDENCE – services will be provided in a manner that supports a person’s maximum autonomy, while respecting their right to privacy and security

SENSITIVITY – services will be provided in a manner that is sensitive to the needs of each individual

### **PURPOSE:**

To establish standards, procedures, guidelines and best practices that will facilitate the delivery of exceptional customer service to all stakeholders.

### **SCOPE:**

This policy shall apply to all City of Welland employees both union and non-union, the Mayor, all members of Council, contract employees of subsidiary organizations, part-time, summer, and co-op students, and volunteers.

### **POLICY DETAILS:**

#### **Customer Service Training**

- 1) The City of Welland will ensure that all individuals identified within the scope of this customer service policy receive customer service training. The training will include:
  - a) A review of the City of Welland Customer Service Policy
  - b) A review of the requirements in the Accessibility Standards for Customer Services, O. Reg. 429/07
  - c) Specific instruction about the following matters:
    - i) How to interact and communicate with people with various types of disabilities.
    - ii) How to interact with people with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person.
    - iii) How to use equipment or devices available on the provider’s premises or otherwise provided by the provider that may help with the provision of goods or services to a person with a disability.
    - iv) What to do if a person with a particular type of disability is having difficulty accessing the provider’s goods or services.
- 2) The Customer Service training will be provided to each person as soon as practicable upon commencement of employment with the City. Training must be provided on an ongoing basis in connection with changes to the policies, practices and procedures governing the provision of goods and services to persons with disabilities.

## **Health & Safety Hum-001-0025**

- 3) The City of Welland will keep records of the Customer Service training provided, including the dates on which training is provided and the names of individuals that participated in the training.

### **Establishment of policies, practices and procedures**

- 1) The City of Welland will establish policies, practices and procedures governing the provision of its goods or services to people with disabilities.
- 2) The provision of goods or services to people with disabilities and others will be integrated unless an alternative 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 or services.
- 3) People with disabilities will be given an opportunity equal to that given to others to obtain, use or benefit from the goods or services.

### **Notice of temporary service disruptions**

- 1) Notice of service disruption will be placed in a conspicuous place on the premises and on the City website.
- 2) If alternative services are being provided during a disruption, the City will provide services for persons with disabilities to accommodate their circumstances.
- 3) Where a planned service disruption occurs, the City of Welland will inform customers in advance of the anticipated duration of the disruption, and identify the alternative service.
- 4) Where an unanticipated service disruption occurs, the City of Welland will inform customers of the service disruption, of its anticipated duration and of any alternative services that are available.

### **Feedback and response process**

- 1) The City of Welland will establish and make available a barrier-free process to receive and respond to feedback about the manner in which it provides goods or services to citizens. The City will document all feedback occurrences.
- 2) The City of Welland will communicate through appropriate service channels (ie. TextNet, brail, sign language, website, etc.) How to access its customer service policy, alternative customer services and accessible customer service feedback process.

### **Use of service animals, support persons and assistive devices**

- 1) The City of Welland will permit the presence and use of services animals, support persons, and assistive devices by people with disabilities.
- 2) If a guide dog or other service animal accompanies a person with a disability, the City will ensure that the person is permitted to enter the premises with the animal and to keep the animal with him or her unless the animal is otherwise exclude by law from the premises.
- 3) If a service animal is excluded by law from the premises, the City will ensure that other measures are available to enable the person with a disability to obtain, use or benefit from the City's goods or services.

## **Health & Safety Hum-001-0025**

- 4) If a support person accompanies a person with a disability, the City will ensure that both persons are permitted to enter the premises together and that the person with the disability is not prevented from having access to the support person while on the premises.
- 5) The City of Welland may require a person with a disability to be accompanied by a support person when on the premises, but only if a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises.
- 6) If an amount is payable by a person for admission to the premises or in connection with a person's presence at the premises, the City of Welland will ensure that notice is given in advance about the amount payable by a support person.

### **Provision of Documents**

- 1) Please contact the Human Resources Division for supportive documentation relating to this Customer Service Policy.
- 2) The City of Welland will provide a document, or information contained in a document, in a format that takes into account a person's disability.
- 3) The City of Welland and a person with a disability may agree upon the format to be used for the document or information.