



Guidelines to the Accessibility Standards for Customer Service Policy

(Revision Date: March 30, 2012)

Introduction

These guidelines outline best practices and procedures in support of the Town's Accessibility Standards for Customer Service policy.

Through the establishment of the Accessibility Standards for Customer Service policy and supporting procedures and practices that respect the dignity and independence of persons with disabilities, the Town of Whitchurch-Stouffville is reflecting its commitment to the strategic priority of service excellence.

The Town of Whitchurch-Stouffville is committed to giving people with disabilities the same opportunity to access Town goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers. To ensure support for and compliance with the *Ontarians with Disabilities Act, 2005 (AODA)* and relevant regulations, the Town of Whitchurch-Stouffville will make reasonable efforts to ensure that it provides accessible customer service to people with various kinds of disabilities and respects the core principles of independence, dignity, integration and equal opportunity, as defined herein.

Procedures

Accessible Customer Service

The Town of Whitchurch-Stouffville will make reasonable efforts to ensure that its policies, procedures and practices as amended from time to time are consistent with the following principles:

- a) The goods or services will be provided in a manner that respects the dignity and independence of persons with disabilities.
- b) The provision of goods or services to persons with disabilities and others must be integrated unless an alternate 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.
- c) Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services.

Communication

Town of Whitchurch-Stouffville employees, when communicating with a person with a disability shall do so in a manner that takes into account the person's disability

Should the Town of Whitchurch-Stouffville be requested to provide a person with a disability a public document or information, the Town of Whitchurch-Stouffville will take

into consideration the communication needs of the person with a disability and endeavour to provide the information to the person with a disability in a format that is agreed upon.

In-house printing and publications produced on behalf of the Town, where possible, should adhere to the CNIB's Clear Print Standards. If one form or method of communication cannot be used by a person with a disability, he/she may be able to use another form or method, or a combination.

When communicating with a person with a disability ensure you confirm with him/her to ensure they understand the information being presented. Ask: How can I help? Do you have any questions?

The tables below provide some communication tips to help provide service to customers, taking into account various disability categories:

Vision Disabilities:

Definition:	Tips For Serving Customers:
<ul style="list-style-type: none"> • A vision disability reduces a person's ability to see clearly. • It may restrict a person's ability to read signs, locate landmarks or see hazards. • Most individuals who are legally blind have some remaining vision – very few are totally blind. • May use a guide dog or white cane. • May need to view written documents in large print, or with help of a magnifier. 	<ul style="list-style-type: none"> • Don't assume your customer can't see you. • Speak normally and directly to customer. • Offer your elbow to guide. • If they accept, walk slowly, wait for permission. • Identify landmarks. • Be precise and descriptive with information. • Don't walk away without saying goodbye • Be patient, interactions may take longer.

Hearing Disabilities:

Definition:	Tips For Serving Customers:
<ul style="list-style-type: none"> • A person with a hearing loss may be deaf or hard of hearing. • Like other disabilities, hearing loss has a wide variety of degrees. • A person with a hearing impairment may require an assistive device when communicating. 	<ul style="list-style-type: none"> • Attract the customer's attention before speaking – gentle touch on the shoulder or wave of your hand. • Look at and speak directly to the person. • May have to use pen and paper to communicate. • Speak clearly; keep hands away from your face. • Reduce background noise.

Physical Disabilities or Disabilities Affecting Mobility:

Definition:	Tips For Serving Customers:
<ul style="list-style-type: none"> • May restrict a person in the following ways: <ul style="list-style-type: none"> ○ Control or speed of movements ○ Coordination and balance ○ Ability to grasp some objects ○ Ability to walk long distances ○ Ability to sit or stand for prolonged periods • Can be present at birth, result from disease, injury or be temporary. 	<ul style="list-style-type: none"> • Speak directly to the person. • Ask before you help. • Don't touch assistive devices, including wheelchairs unnecessarily unless it is an emergency; ask permission before moving a wheelchair if necessary. • Don't leave the person in an awkward, dangerous or undignified position.

Intellectual or Developmental Disabilities:

Definition:	Tips For Serving Customers:
<ul style="list-style-type: none"> • Intellectual development and capacity that is below average. • Can mildly or profoundly limit ability to learn, communicate, do everyday activities and live independently. • May be an invisible disability. • They may understand you more than you know. 	<ul style="list-style-type: none"> • Don't assume what a person can or cannot do. • Use plain language; also, using pictures, diagrams or demonstration may be helpful. • Take your time, be patient • Lots of commotion may cause anxiety; if possible move to a quieter spot, away from the noise and activity. • Ask: "Do you understand this?" • Provide one piece of information at a time. • If you can't understand what is being said, don't pretend. Just ask again.

Learning Disabilities:

Definition:	Tips For Serving Customers:
<ul style="list-style-type: none"> • May affect how a person receives, expresses or processes information. • In many cases individual has average or above average intelligence. • May affect language based learning, mathematics, and/or writing, fine motor skills. 	<ul style="list-style-type: none"> • Take your time, be patient it may take a little more time for the person to understand and respond. • Provide information in a way that works for your customer (i.e. pen and paper) • Speak normally, clearly and directly to your customer. • Be prepared to explain the information you provide.

Mental Health Disabilities:

Definition:	Tips For Serving Customers:
<ul style="list-style-type: none">• Mental health disabilities include a range of disorders however there are three main types of mental health disabilities – anxiety, mood, behavioural.• A person with a mental health disability can look like anyone else; you may not know that a person has a mental health disability unless you are informed of it.	<ul style="list-style-type: none">• Treat the customer with the same level of respect and consideration.• Be confident and reassuring.• If the customer is in crisis, ask how best to help.• Take the customer seriously.• Don't take things personally.

Speech or Language Disabilities:

Definition:	Tips For Serving Customers:
<ul style="list-style-type: none">• May have problems communicating.• May be difficult to pronounce words, slurring or stuttering.• May use communication boards or other assistive devices.	<ul style="list-style-type: none">• Don't make assumptions.• Give whatever time they need to get their point across.• Ask questions that can be answered 'yes' or 'no', if possible.• Don't interrupt or finish your customer's sentences.• Say: "I don't understand, can you please repeat that?"

Hearing/Vision Disability:

Definition:	Tips For Serving Customers:
<ul style="list-style-type: none">• Cannot see or hear to some extent, this results in greater difficulties in accessing information and managing daily activities.• Many will be accompanied by an Intervenor, a professional who helps with communicating.	<ul style="list-style-type: none">• Speak directly to your customer, not to the intervenor.• Identify yourself to the intervenor.• A customer who is deafblind may have a card or note explaining how to communicate with them.• If the person has a vision disability, don't finalize your interaction without leaving the person in a safe place

Assistive Devices

The Town of Whitchurch-Stouffville permits persons with disabilities to use and keep with them their own personal assistive devices to obtain, use or benefit from the goods or services offered by the Town.

Where Town-owned assistive devices are available, appropriate staff within the applicable department will be knowledgeable of the presence and trained in the use of the assistive devices. Staff will be available to assist with the Town owned assistive devices if requested for use by an individual.

Each department will maintain a list of assistive devices available within the department and will review it from time to time. Appendix 1 is the current listing of assistive devices available within each department.

A person with a disability may use an assistive device such as, but not limited to, wheelchairs, walkers, white canes used by people who are blind or who have low vision, note taking devices, portable magnifiers, recording machines, assistive listening devices, personal oxygen tanks and devices for grasping.

When interacting with a person with a disability who may use one or more assistive device:

- Ensure that the person is permitted to enter the premises with the device and to use the device to access goods or services.
- Ensure that persons with disabilities are aware of assistive devices available on Town premises.
- Offer an assistive device in a manner that respects the person's dignity and independence.
- Do not lean or reach over an assistive device.
- Remove potential barriers to the use of assistive devices where possible.

Support Persons

The Town will allow a person with a disability who requires to be accompanied by a support person into all Town premises that are owned or operated public facilities. Both persons are permitted to enter the premises together and the person with a disability will have access to their support person.

Staff will direct all communication to the person directly and not the support person, unless instructed to do so.

Any confidential information such as tax information, personal information etc. that is discussed in the presence of a support person will be identified as such prior to the information being released and the person with the disability will determine if the information can be released in the presence of the support person.

In some instances where confidentiality is important because of the nature of the information being discussed, the support person may be required to sign a confidentiality agreement.

The Town may require a person with a disability to be accompanied by a support person when accessing goods and services, but only if a support person is necessary to protect the health or safety of the person with a disability or the health and safety of others on the premises. Persons with a disability are free to accept a reasonable risk of injury to them just as others do.

A support person, when assisting a person with a disability to obtain, use or benefit from the Town's goods and/or services, will be permitted to attend at no charge where an admission fee is applicable. The exception is at Lebovic Centre for Arts and Entertainment – Nineteen on the Park, where tickets for support people will be 50% off the regular price.

Service Animals

The Town allows a person with a disability to be accompanied by a guide dog or other service animal into all Town owned and operated public facilities and will ensure that the person is permitted to keep the animal with him or her unless the animal is otherwise excluded by law.

For the purpose of these Guidelines a service animal for a person with a disability is deemed same if:

- a) it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- b) the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

If the service animal is excluded by law, e.g., where food is prepared, the Town will ensure that other measures are available to enable the person with a disability to obtain, use or benefit from the Town of Whitchurch-Stouffville's goods and services.

Where a service animal is excluded by law from the premises, the reason why the animal is excluded shall be explained to the person with a disability.

Town staff may request a letter from a physician or nurse confirming the person who requires the assistance of a service animal or guide dog to validate that the animal is as defined above by producing a certificate.

The guide dog or service animal must be in the care and control of the person with a disability while accessing goods and services at the Town.

Staff must not touch, handle, feed or speak to the guide dog or service animal.

If the Town is providing ongoing services to a person with a service animal or in other special circumstances the Town may request to maintain a copy of the letter. A copy of the letter should only be kept when necessary and only for as long as necessary. Collection of this information must adhere to all privacy and protection acts.

Notice of Service Disruptions

Notice of Service Disruptions shall be provided when facilities or services that people with disabilities usually use to access Town goods or services are temporarily unavailable or if the goods or service are expected in the near future to be temporarily unavailable, in whole or in part.

The Notice must include the following information:

- a) The reason for and information about the disruption
- b) Anticipated duration
- c) Description of alternative facilities or services, if available
- d) Contact information

When a disruption is known in advance or planned, a Notice of Disruption of Service will be posted two weeks prior to a service disruption whenever possible. Unexpected disruptions in service shall be posted as soon as possible.

Notices may be given by posting the information in a conspicuous place on the premises, on the Town's website or any other such method as is reasonable in the circumstances, for example:

- a) On Town owned, leased or operated buildings or property, on the front doors.
- b) In the local newspaper
- c) After hours service line
- d) Bulletin/Display Boards where appropriate
- e) Voicemail where appropriate
- f) Or by other method as appropriate

Each department will appoint a designated person and back up person to be responsible for posting and maintaining the notice of service disruption.

Notices and signage will take into consideration the Clear Print Accessibility Guidelines from the CNIB available at:

<http://www.cnib.ca/en/services/accessibilities/resources/clearprint/Default.aspx>

All service disruption notifications will be logged and recorded with the details of the service disruption and when the disruption was rectified. The department appointed person and/or backup person shall be responsible for maintaining the record.

Refer to Appendix 2 for sample Notice of Service Disruption Forms.

Training

The Town will ensure that the following persons will or have received training regarding the provision of its goods and services to persons with disabilities.

- 1) Every person who deals with members of the public or other third parties on behalf of the Town of Whitchurch-Stouffville, whether the person does so as an employee, agent, volunteer or otherwise.
- 2) Every person who participates in developing the Town of Whitchurch-Stouffville's policies, practices and procedures governing the provision of goods or services to members of the public or other third parties.

The training will include but is not limited to the following:

- 1) Review of the purpose of the *Accessibility for Ontarians Disabilities Act, 2005* (AODA) and requirements of the Accessibility Standards for Customer Service Ontario Regulation 429/07;
- 2) Instructions on how to interact and communicate with people with various types of disabilities;
- 3) Instruction on how to interact with people with disabilities who use assistive devices or require the assistance of a guide dog, other service animal or support person;
- 4) Instruction on how to use equipment or devices available at Town premises that may help people with disabilities access our services, such as Bell relay telephone services, elevators, lifts, listening devices or other technology; and
- 5) Instruction on what to do if a person with a disability is having difficulty accessing Town services.

Training will be provided to each person as soon as practicable and training records shall be maintained to ensure compliance with the legislation.

Human Resources will record the content of the training provided, the name of the person, number of persons trained, location and date the training was completed.

New employees will be trained on the Accessibility Standards for Customer Service as indicated in the AODA as part of their orientation package or as soon as practicable in the case of a new employee or if an employee changes positions.

Training must be provided as soon as practicable, to affected individuals if the Town of Whitchurch-Stouffville's policies, procedures or practices change in connection with the provision of goods or services to people with disabilities.

Feedback Process

The Town has established processes for receiving and responding to feedback regarding the manner in which the Town provides goods or services to persons with disabilities and has made information about these processes readily available to the public.

The feedback processes permit persons to provide feedback in person, by telephone, in writing, by email, online, on disk or by other method. Feedback may also be received on the Comment Cards provided within each Department.

Comment cards are posted in conspicuous locations throughout the organization. The comment cards are directed to the Clerk's Department and accessibility issues are forwarded to the Manager of Human Resources for follow-up.

Under the following conditions staff will complete the form for the person who is providing the feedback:

- 1) Feedback is from a person who is unable to provide written information due to their disability.
- 2) Feedback is received over the telephone.

Staff will repeat back the information taken to the person providing the feedback to ensure it has been accurately recorded.

When a complaint regarding the accessibility of goods or services within the Town of Whitchurch-Stouffville is received for response the complaint will be forwarded to the Manager of Human Resources.

The Manager of Human Resources will respond within 14 business days to the person and will include what actions will be taken to address and or improve the area of concern. The response could be in written format such as a letter or email or verbal such as in person or over the telephone or alternative method as appropriate.

Notice of Availability of and Format of Documents

The Town shall provide notice that upon request it will provide a copy of the following policies, procedures and practices as required to any person under Accessibility Standards for Customer Service Ontario Regulation 429/07.

- Town policies, practices and procedures on the provision of goods or services to persons with disabilities – including a policy on the use of personal assistive devices by persons with disabilities to access Town goods or services.
- Service animals and support persons – Policy, practice and procedures with respect to the entry of service animals and support persons to those areas of the premises that are owned or operated by the Town, where such are open to the public.
- Notice of temporary disruption – the steps that will be taken in connection with a temporary planned or unexpected disruption to facilities or services that persons with disabilities usually use to access Town goods or services.
- Training – description of the Town policy on providing training on accessible customer service.
- Feedback Process– description of the process for receiving and responding to feedback on the manner in which the Town provides goods or services to people with disabilities

Should the Town of Whitchurch-Stouffville be requested to provide a person with a disability any document noted in this section, the Town of Whitchurch-Stouffville will give the person the information contained in the document, in a format that takes into account the person's disability.

If a person with a disability asks for a document in a different format, staff will discuss what options are available to the individual and then agree upon the format the Town will provide.

The timeframe attached to the conversion process varies depending on the media chosen, the size, complexity and quantity of documents to be converted. Documents shall be returned in a timely manner depending on the factors previously noted. The conversion will be processed in-house whenever possible. When a member of the public requests a piece of Town documentation in an alternate format the department of origin shall be responsible for the cost of the conversion, materials and distribution, not the public requestor.

Contact Information

For more information about this policy, procedures and practices or questions related to accessibility at the Town of Whitchurch-Stouffville, please contact:

Gary Sumner,
 Manager, Human Resources and Strategic Initiatives,
 111 Sandiford Drive,
 Stouffville, Ontario, L4A 0Z8

905-640-1910, ext. 2267
Gary.Sumner@townofws.ca

References

- Town of Whitchurch-Stouffville Accessibility Standards for Customer Service Policy, Administrative Procedure Number 62
- Guide to the Accessibility Standards for Customer Service, Ontario Regulation 429/07
- Compliance Manual: Accessibility Standards for Customer Service, Ontario Regulation 429/07
- AccessOn: www.accesson.ca
- Town of Whitchurch-Stouffville Accessibility Plan

**Appendix 1
List of Assistive Devices by Department**

Department	Assistive Device	Contact/Notes
CAO Office	<ul style="list-style-type: none"> • See Clerk's Department 	Gary Sumner , Manager, HR & Strategic Initiatives, 905-640-1910, ext. 2267
Clerk's	<ul style="list-style-type: none"> • Drop down counter for wheelchair access • Hearing assistive devices for use in Council Chambers • Off-site Commissioner of Oath service for persons with a disability who are unable to visit the Town office • Town web-site feature for persons with a vision disability who have special software – provides a verbal description of photos • Elections related: <ul style="list-style-type: none"> ○ Polling stations that are wheelchair accessible ○ Accessible vote tabulators (e.g., accessible handheld controller with large tactile buttons and Braille labels; paddles for electors who have limited hand mobility; sip and puff apparatuses) 	Connie Connolly 905-640-1910, ext. 2332
Engineering and Capital Projects	<ul style="list-style-type: none"> • Drop down counter for wheelchair access 	Lori McNaughton 905-640-1910, ext. 2247
Fire and Emergency Services	<ul style="list-style-type: none"> • New Fire Station 51 – Barrier free accessibility 	EMERGENCY 9-1-1 Headquarters/ Administration Office - Phone: 905-640-9595
Leisure and Community Services	<ul style="list-style-type: none"> • Lebovic Leisure Centre <ul style="list-style-type: none"> ○ Aqua wheelchairs for access to showers and pool area ○ Ramp into the main pool ○ Wheelchair lift into the therapy pool ○ Change table and Hoyer Lift (available at reception desk) ○ Family change rooms with wheelchair accessible washrooms ○ Aqua wheelchairs available on a loan out basis for use in Town water parks 	Micole Ongman 905-640-1910, ext. 2323 museum@townofws.ca , 905-727-8954 or 1-888-290-0337

Department	Assistive Device	Contact/Notes
	<ul style="list-style-type: none"> ○ Barrier free accessibility ● Stouffville Arena and Stouffville Clippers Sports Complex <ul style="list-style-type: none"> ○ Adult size change table ○ Hoyer lift ○ Barrier free accessibility, including elevators to the 2nd floor ● Stouffville Parks <ul style="list-style-type: none"> ○ Adapted picnic tables ○ Trails being built to allow for wheelchair access ● Lebovic Centre for Arts and Entertainment – Barrier free accessibility ● New Arena – Barrier free accessibility ● Ballantrae CC, Latcham Hall, Lemonville CC - Barrier free accessibility ● Museum <ul style="list-style-type: none"> ○ Barrier free access to main floors of all historic buildings. ○ Pictorial scrapbook available on main floor of Brown House for those visitors who are not comfortable travelling to the second floor ○ Magnification sheets for researchers/ other visitors. ○ Automatic door opener on Bogarttown ○ Audio devices were used to enhance the 2008 exhibit. Plans for the new Visitor/ Community Centre (V/CC) include additional auditory assistive devices ○ New V/CC will have automatic door entry and, through the use of ramps, will enable the Vandorf and Bogarttown buildings to be wheelchair accessible. An elevator is also planned to allow access to the lower level of the new building 	

Planning and Building Services	<ul style="list-style-type: none"> Drop down counter for wheelchair access 	<p>Planning: Paula Viola 905-640-1910, ext. 2326</p> <p>Building: Charlene Shaw 905-640-1910, ext. 2249</p>
Public Works	<ul style="list-style-type: none"> Drop down counter for wheelchair access New Operations Centre is barrier free 	<p>Lori McNaughton 905-640-1910, ext. 2247</p>
Finance	<ul style="list-style-type: none"> Drop down counter for wheelchair access Drop box at the entrance of the building for easy payment access 	<p>Gioia Garro 905-640-1910, ext. 2261</p>
	<ul style="list-style-type: none"> Accessible features of the new Municipal Offices include: accessible parking spaces with level access to building; Centralized Customer Service centre at front entrance with drop down counter; elevator to 2nd floor; meeting rooms at front entrance; accessible washrooms on both floors; TTY telephone service; strobe alarms 	<p>Gioia Garro 905-640-1910, ext. 2261</p>
Public Library	<ul style="list-style-type: none"> One person on staff who is trained in sign language The Library currently has a completely accessible computer work station with a scanner, zoom text, and voice assistive technology. Drop down counter for wheelchair access Drop box outside the building for easy return of library items Family washroom with wheelchair accessibility Large print books and downloadable audio books and e-books accessible remotely 24/7 via the library website. 	<p>Telephone: (905) 642-READ(7323) Toll free line: 1-888- 603-4292 Whitchurch-Stouffville Public Library info</p>

**Appendix 2
Notice of Service Disruption Procedures by Department**

Department	Service Disruptions (Planned and Unplanned)	Contact/Notes
CAO Office	<ul style="list-style-type: none"> Posting of office closures on Town web-site and information kiosks 	Gary Sumner , Manager, HR & Strategic Initiatives, 905-640-1910, ext. 2267
Clerk's	<ul style="list-style-type: none"> Posting of office closures on Town web-site and information kiosks 	Connie Connolly 905-640-1910, ext. 2332
Engineering and Capital Projects	<ul style="list-style-type: none"> Posting of office closures on Town web-site and information kiosks 	Lori McNaughton 905-640-1910, ext. 2247
Fire and Emergency Services	<ul style="list-style-type: none"> Essential service, 24/7 	EMERGENCY 9-1-1 Headquarters/ Administration Office - Phone: 905-640-9595
Leisure and Community Services	<ul style="list-style-type: none"> With respect to <i>scheduled</i> service disruptions, these are noted in the Leisure Guide, Town website, in respective facility, on phones in Arena and Leisure Centre and on information Kiosks Unscheduled service disruptions are noted on main door of respective building and on town website, registered participants are contacted by email and /or telephone Museum <ul style="list-style-type: none"> Posting of short notice closure on the front door of our main building. Notice of Advance notice closure would be provided on our answering machine or through our newsletter. We are also part of the notices provided on the Town's webpage and printed publication. We have also done door-to-door notice in advance of events that might concern residents (e.g. musket firing demonstration during special event) During our construction closure, we will be using the web page and answering machine to keep the public informed. Posting of office closures on Town web-site and information kiosks 	Micole Ongman 905-640-1910, ext. 2323 museum@townofws.ca , 905-727-8954 or 1-888-290-0337

Department	Service Disruptions (Planned and Unplanned)	Contact/Notes
Planning and Building Services	<ul style="list-style-type: none"> • Posting of office closures on Town web-site and information kiosks 	Planning: Paula Viola 905-640-1910, ext. 2326 Building: Charlene Shaw 905-640-1910, ext. 2249
Public Works	Planned Disruptions <ul style="list-style-type: none"> • In the event of water shut off, construction / maintenance projects, hand delivery of notices to properties affected (site specific) directly by the service disruption; the information includes reason for disruption, length of disruption, action required (if any) once service resumes & contact information • In the event of a change in recycling & garbage dates or procedures, or a watermain flushing program which will or could affect a large sector of the population, PW uses web site & newspaper notices for general advisories • For reviews of proposed construction projects or other significant initiatives, PW uses Town hall meetings to provide public information 	Lori McNaughton 905-640-1910, ext. 2247
Finance	<ul style="list-style-type: none"> • Posting of office closures on Town web-site and information kiosks 	Gioia Garro 905-640-1910, ext. 2261
Public Library	<ul style="list-style-type: none"> • Service interruptions are handled in a similar fashion as for the rest of the public - notices at the library, on the library web site (which will be redesigned in the fall with a zoom text feature), and voice messages on the telephones. 	Telephone: (905) 642-READ(7323) Toll free line: 1-888- 603-4292 Whitchurch-Stouffville Public Library info



111 SANDIFORD DRIVE,
STOUFFVILLE, ONTARIO L4A 0Z8

MAIN SWITCHBOARD: (905) 640-1900
(905) 895-2423
AUTOMATED LINES: (905) 640-1910
(905) 895-5299

FAX: (905) 640-7957

NOTICE OF SERVICE DISRUPTION

There is currently an unexpected service disruption at the _____ facility. The estimated duration of the disruption is from _____ until _____.

The nature of the service disruption is as follows:

- _____(e.g., Community Centre closure)
- _____(specify reason for service disruption, e.g., power outage)

The following facilities or alternative services will be available to assist you with the above:

- _____(list alternative facilities or access to service, where available)

On behalf of the Town of Whitchurch-Stouffville we would like to thank you for your patience in this matter.

Name

Position

Contact Information



111 SANDIFORD DRIVE,
STOUFFVILLE, ONTARIO L4A 0Z8

MAIN SWITCHBOARD: (905) 640-1900
(905) 895-2423
AUTOMATED LINES: (905) 640-1910
(905) 895-5299

FAX: (905) 640-7957

NOTICE OF SERVICE DISRUPTION

There will be a scheduled service disruption at the _____ facility. The duration of the disruption is from _____ until _____.

The nature of the service disruption is as follows:

- _____(e.g., aquatic pool closure, computer system downtime)
- _____(specify reason for service disruption, e.g., scheduled maintenance)

The following facilities or alternative services will be available to assist you with the above:

- _____(list alternative facilities or access to service, where available)

On behalf of the Town of Whitchurch-Stouffville we would like to thank you for your patience in this matter.

Name

Position

Contact Information

Appendix 3

Use of Service Animals and Support Persons Policies by Department

Department	Policy/Practice	Contact/Notes
CAO Office	<ul style="list-style-type: none"> Town policy applies 	Gary Sumner , Manager, HR & Strategic Initiatives, 905-640-1910, ext. 2267
Clerk's	<ul style="list-style-type: none"> Town policy applies 	Connie Connolly 905-640-1910, ext. 2332
Engineering and Capital Projects	<ul style="list-style-type: none"> Town policy applies 	Lori McNaughton 905-640-1910, ext. 2247
Fire and Emergency Services	<ul style="list-style-type: none"> Town policy applies 	EMERGENCY 9-1-1 Headquarters/ Administration Office - Phone: 905-640-9595
Leisure and Community Services	<ul style="list-style-type: none"> In Leisure Services, a support person is not required to pay; a person on a disability pension pays student/senior rate; the Department is working on a formal policy re free mediator access; Lebovic Centre for Arts and Entertainment – Nineteen on the Park! – support person policy to be announced 	Micole Ongman 905-640-1910, ext. 2323 museum@townofws.ca , 905-727-8954 or 1-888-290-0337
Planning and Building Services	<ul style="list-style-type: none"> Town policy applies 	Planning: Paula Viola 905-640-1910, ext. 2326 Building: Charlene Shaw 905-640-1910, ext. 2249
Public Works	<ul style="list-style-type: none"> Town policy applies 	Lori McNaughton 905-640-1910, ext. 2247
Finance	<ul style="list-style-type: none"> Town policy applies 	Gioia Garro 905-640-1910, ext. 2261
Public Library	<ul style="list-style-type: none"> Noted in Library policy 	Telephone: (905) 642- READ(7323) Toll free line: 1-888- 603- 4292 Whitchurch-Stouffville Public Library info