



Corporation of the Township of Essa
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Accessibility Standards for Customer Service

How has the Township of Essa prepared to enhance Accessibility and be compliant with the Accessibility Standards for Customer Service?

Essa Township has developed an Accessible Customer Services policy which can be viewed on the municipal website at www.essatownship.on.ca or a copy can be requested by contacting the Office of the Clerk.

The policy includes information on the following:

- Providing good and services to people with disabilities
- Communication
- Use of service animals, support persons and assistive devices
- Notice of temporary disruptions
- Staff training on customer services
- Accessibility of meetings
- Feedback process
- Notice of availability of documents

Essa Township employees, contractors and vendors are required to review information which includes:

- The purpose of the Act
- How to interact with people with various disabilities
- How to interact with people who use the assistance of a service animal or support person
- What to do if a person with a disability is having difficulty accessing service
- Details on the Township of Essa accessibility policy, procedures and practices

Questions regarding this notice can be directed to the municipal office.

Dated February 19, 2010