

Ministry of Community and Social
Services

Ministère des Services sociaux et
communautaires



Director's Office

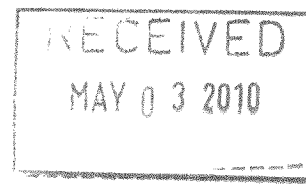
Bureau du directeur

Outreach and Compliance
Accessibility Directorate
of Ontario

Liaison et de la conformité
Direction générale de l'accessibilité
pour l'Ontario

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April 26, 2010

Bruce McIntyre
Media Relations/Grant Coordinator
County of Renfrew
9 International Drive
Pembroke, Ontario
K8A 6W5

Dear Mr. McIntyre:

Thank you for filing your accessibility report with the Accessibility Directorate of Ontario (ADO) under the Customer Service Regulation, Ontario Regulation 429/07 (CS Regulation).

We have updated your organization's filing status in the Accessibility Compliance Reporting (ACR) program to indicate that you have submitted your certified accessibility report. For your records, please find attached a copy of the accessibility report based on the information you provided.

If you have any questions or need further assistance regarding the CS Regulation or the ACR program, please contact the Accessibility Compliance Reporting Office by telephone at 1-877-300-4024, Monday through Friday, excluding statutory holidays, from 8:30 am to 5:00 pm or via email at accessibility.css@ontario.ca.

Thank you for your interest in accessibility for all Ontarians.

Sincerely,

A handwritten signature in cursive script that reads "Alfred Spencer".

Alfred Spencer
Director
Outreach and Compliance Branch

c. Norm Lemke, Chief Administrative Officer, County of Renfrew

Attachment

A handwritten signature in cursive script, appearing to be "Norm Lemke".

2010 Customer Service Accessibility Report

Yes No

- | | Yes | No |
|---|-------------------------------------|--------------------------|
| 1.a) Does your organization have policies, practices and procedures on providing goods or services to people with disabilities? [section. 3(1)] | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 1.b) Does your organization use reasonable efforts to ensure that these policies are consistent with the principles of independence, dignity, integration and equality of opportunity? [section.3(2)] | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 2. Do your organization's policies address the use of assistive devices by people with disabilities to access your organization's goods or services, or any available alternative measures that enable them to do so? [section. 3(3)] | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 3. Do your organization's policies, practices and procedures require your organization to take a person's disability into account when communicating with the person? [section. 3(4)] | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 4. Do members of the public or other third parties have access to premises that your organization owns or operates? [s. 4(1)] *If No - then Skip to question 7 below | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 5.a) Does your organization permit people with disabilities to keep their service animals with them on the parts of your premises that are open to the public or other third parties, except where the animal is excluded by law, and is this included in your policies, practices and procedures? [section. 4(2) & (7)] | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 5.b) If a service animal is excluded by law from your premises, does your organization ensure that alternate measures are available to enable the person to access your goods or services? [section. 4(3)] | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 6. Does your organization permit people with disabilities to enter the parts of your premises that are open to the public or other third parties with their support person, and provide notice of any fee charged for the support person, and is this included in your policies, practices and procedures? [section. 4(4) (6) & (7)] | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 7. Does your organization post a notice at a conspicuous place on your premises, on your website, or by another reasonable method, of any temporary disruption in facilities or services that people with disabilities usually use to access your organization's goods or services, including the reason, duration and any alternatives available? [section. 5(1) (2) & (3)] | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 8. Has your organization established and documented a process to receive and respond to feedback on how its goods or services are provided to people with disabilities, including actions that your organization will take when a complaint is received? [section. 7(1), (3) & (4)] | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 9. Does your organization make information about its feedback process readily available to the public, including how feedback may be provided (e.g. in person, by telephone, in writing, by email, on diskette or otherwise)? [section. 7(1) & (2)] | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 10. Does your organization ensure that the following people receive training about providing your goods or services to people with disabilities: every person who deals with the public or other third parties on behalf of your organization, and every person who participates in developing your organization's policies, practices and procedures on providing goods or services? [section. 6(1)] | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 11. Does this training include your organization's current policies, practices and procedures required under the Customer Service Standard and all the topics listed in section 6(2) of the standard? [section. 6(2) & (4)] | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 12. Does your organization have a written training policy that includes a summary of the contents of the training (per question 11 above) and details of when the training is to be provided, and does your organization keep records of the dates that training was provided and how many people were trained? [section. 6(5) & (6)] | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 13. Does your organization post a notice at a conspicuous place on your premises, on your website, or by another reasonable method, that the documents required by the Customer Service Standard are available upon request, and do you provide those documents in a format that takes a person's disability into account? [section. 8(1) & (2) & 9(1)] | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

This is a copy of the report filed with the Government of Ontario.