



## Background Information


### Accessibility for Ontarians with Disabilities Act (AODA), 2005

The goal of the AODA is to create an “Accessible Ontario”, in which persons with disabilities can participate to their full potential in the social and economic life of the province. The primary purpose of the Act is to develop, implement and enforce accessibility. Where there are other laws which address accessibility the highest level of accessibility must be followed.

The Accessibility Standards for Customer Service (Ontario Regulation 429/07) is the first accessibility standard created under the authority of the AODA and municipalities must be in compliance by January 2010.

#### For more information:

Contact your Supervisor and review the Greater Sudbury; Greater Accessibility DVD and Booklet available on the CGS Intranet site.

Additional information is also available from AccessOn. Visit [www.access.on.ca](http://www.access.on.ca) 

## City of Greater Sudbury's Citizen Service Policy

The City of Greater Sudbury respects the independence, dignity, integration, and equality of opportunity of all citizens;

Citizens with disabilities may use support persons, personal assistive devices and service animals when accessing municipal programs, services and facilities;

Communication with a citizen with a disability will be done in a manner that takes into account the citizen's disability.

### Did you Know?

Between 22,000 and 24,000 citizens in Greater Sudbury have disabilities.

Of these citizens, 1,000 are children under the age of 14 and 1,000 are teens and young adults. More than one half of citizens over the age of 75 have a disability.

**Remember:** Smile, relax and treat people with disabilities with the **same respect and consideration** that you treat all citizens.

# Greater Sudbury, Greater Accessibility



Your Guide  
to Providing  
**Great Service**  
to Citizens  
with Disabilities



## Communication Tips

Treat citizens with disabilities with the same respect and consideration that you treat all citizens.

Information about a disability is confidential.

Ask how you can help.

Make eye contact and listen carefully.

Speak slowly and use plain language.

Provide one piece of information at a time.

Avoid assumptions and interruptions.

Be patient and let the citizen set the pace.

Make sure you know how to use the assistive equipment available at your worksite.

## Public Notice

It is important to keep citizens informed about service hours, schedules, building access and any changes or disruptions to service. Please contact Corporate Communications & French Language Services about providing public notice.

## Tips If You Are Having Trouble Communicating

If you don't understand, politely ask again.

Ask if another communication method would be easier.

Be creative and use common sense.

Assure the citizen that there is plenty of time, move to a more suitable space or offer seating as appropriate.

### If a citizen is having trouble understanding:

- ensure you have their attention,
- ask if another format of information would be helpful.

### If a citizen is having trouble seeing:

- use the enlarge feature on copiers and computer screens,
- move to a brighter area,
- offer electronic copies.

### If a citizen is having trouble hearing:

- move to a quieter area,
- write the information down, using either a pen and paper or a computer.

Citizens with disabilities may use **support persons, personal assistive devices, or service animals** when accessing municipal programs, services and facilities.

## Support Persons

Support persons provide assistance and may be a paid professional, a volunteer, a family member or a friend.

**Tip** Always speak to the citizen seeking your assistance.

## Personal Assistive Devices

Personal assistive devices may be equipment or technology that supports mobility or communications.

**Tip** Always accommodate the assistive device and do not touch it unless you have been asked to do so or it is an emergency.

## Service Animals

Service animals fill a variety of roles. While dogs are most common, other animals are also used.

**Tip** Do not look at, communicate with, touch or distract service animals.