

POLICY

City of Cambridge

Accessible Customer Service Policy

Purpose:

The City of Cambridge is committed to being responsive to the needs of all its residents. To do this, we must recognize the diverse needs of all of our residents and respond by striving to provide services and facilities that are accessible to all. As an employer, and a provider of services, the City of Cambridge is committed to ensuring its services are provided in an accessible manner.

The City of Cambridge will promote accessibility through the development of policies, procedures and practices and by ensuring they consider people with disabilities. To do this we must ensure the policies, procedures and practices address **integration, independence, dignity and equal opportunity**.

Principles:

Reasonable efforts will be made to ensure the following:

- (i) That goods and services be provided in a manner that respects the dignity and independence of persons with disabilities.
- (ii) The provision of goods and services to persons with disabilities, and others, will be integrated unless an alternate measure is necessary, whether temporarily or permanently, to enable a person with a disability to obtain, use or benefit from the goods and services.
- (iii) Persons with disabilities will be given an opportunity – equal to that given to others – to obtain, use and benefit from the goods and services.

Key Practices:

Procedures and practices will strive to reflect or achieve the following:

- (i) Communication will be considered, in a manner that takes into consideration a person's disability.
- (ii) Staff will receive appropriate training.
- (iii) Persons with disabilities accompanied by a guide dog or service animal will be permitted in those areas of the premises owned or operated by the City of Cambridge that are open to the public.
- (iv) Persons with disabilities accompanied by a support person will be permitted to be accompanied by that support person in premises open to the public.
- (v) Admission fees will be waived for a support person who accompanies a person with a disability.
- (vi) Notice will be provided when facilities or services that people with disabilities rely on to access City of Cambridge services are temporarily disrupted.
- (vii) The City of Cambridge will establish a feedback process to allow people to provide feedback on how we are providing services to person's with disabilities. The City of Cambridge will allow persons with disabilities to use their own personal assistive devices to obtain, use or benefit from the services offered by the City of Cambridge.