

		<b>THE CORPORATION OF THE TOWN OF GANANOQUE</b>  <b>NOTICE OF AVAILABILITY OF DOCUMENTS POLICY</b>	
<b>POLICY NO.</b>	2017-05	<b>APPROVAL DATE:</b>	July 18, 2017
<b>AUTHORITY</b>	Council	<b>EFFECTIVE DATE:</b>	July 18, 2017
<b>SUBJECT</b>	<b>NOTICE OF AVAILABILITY OF DOCUMENTS -  ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT – O. Reg 429/07</b>		

**POLICY STATEMENT**

It is the policy of the Corporation of the Town of Gananoque to provide notice that any document required under the Customer Service Standard, Ontario Regulation 429/07 (O. Reg 429.07) are available upon request.

**OBJECTIVE(S)**

The objective of this policy is to:

- Outline the method for providing notice of availability of all documents required under O.Reg 429/07

**PROCEDURES**

Notice of Availability of Documents

Notice will be posted at all service counters on Town premises and will also be published on the Town’s web site. The notice will include information on what documents are available and how customers can obtain a copy.

See Appendix for Notice of Availability of Documents template.

Providing Documents

The Town will provide notice that all documents required under O. Reg 429/07 are available upon request. A copy of the required documents will be provided to anyone who asks for them in their preferred format within ten (10) business days. A request for these documents can be made at all Town reception areas, service counters or by contacting the Accessibility Coordinator.

When providing documents required by O.Reg 429/07 to a person with a disability, the Town will do so in a format that takes into account the person’s communication needs (see Policy 2017-06 – Alternative Format Documents.)



## AVAILABILITY OF DOCUMENTS REQUIRED UNDER THE ACCESSIBLE CUSTOMER SERVICE STANDARD



The Corporation of the Town of Gananoque will provide any person with a copy of the document(s) required under the Customer Service Standard, Ontario Regulation 429/07 upon request

These documents include the following policies and procedures:

- Alternative Format Documents
- Assistive Devices
- Customer Feedback
- Customer Service
- Notice of Availability of Documents
- Notice of Temporary Service Disruption
- Service Animals and Support Persons
- Training

For more information, please contact the Accessibility Coordinator

Town Clerk (Accessibility Coordinator)  
Town of Gananoque  
Telephone: 613-382-2149