

THE MUNICIPAL CORPORATION OF THE VILLAGE OF BURK'S FALLS

Date: December 2017
Revised: June 2018

Municipal Jurisdiction Participating in this Plan:

Municipality: The Village of Burk's Falls

Address: 172 Ontario Street
Burk's Falls, Ontario
P0A 1C0

Key Contact: Nicky Kunkel, Clerk
Phone: 705-382-3138
Fax: 705-382-2273
Email: clerk@burksfalls.ca

Population: 981 according to Stats Can, 2016.

VILLAGE OF BURK'S FALLS HIGHLIGHTS

The Village of Burk's Falls is located approximately 30 kms north of Huntsville on the Highway 11 corridor. The Village was incorporated in 1890 and has the Magnetawan River bordering it on two sides. The Village began as an early logging community due to the Magnetawan River and the access to Georgian Bay. Many communities relied on the steam ships that docked in Burk's Falls to bring much needed supplies, mail and visitors.

The Municipality employs 3 full-time outside workers, 4 full-time inside workers and 3 summer students at the Towne Theatre. The Village shares the following services with the Township of Armour and the Township of Ryerson: Library, Arena, Landfill Site, Recycling Centre, Museum and the Fire Department. Municipal Council is comprised of one Reeve and 4 Councillors. Located in the Village is Land of Lakes Public School for JK to Grade 8.

OTHER ORGANIZATIONS AND AGENCIES PARTICIPATING IN THIS PLAN

CONSULTATION ACTIVITIES

TARGET GROUP: The General Public, Community Bus Participants

SUMMARY OF INFORMATION COLLECTED THROUGH CONSULTATION

Council and Staff of the Village of Burk's Falls will, on an ongoing basis, identify and prevent future barriers to people with disabilities when certain policies are implemented and when issues and concerns arise.

Residents have access to the Village Council and staff on an ongoing basis and have the opportunity to identify any concerns directly as issues are discovered.

PLAN DEVELOPMENT WORKING GROUP

The Working Group includes Council and Staff of the Village of Burk's Falls. This plan has been compiled using their personal experiences and experiences shared from the residents of the Village. The Corporation of the Municipality of the Village of Burk's Falls is committed to providing quality programs and services that are accessible to all persons served by the Municipality.

Inquiries can be directed to the Village of Burk's Falls Municipal Offices:

- Phone: 705-382-3138
- Fax: 705-382-2273
- Email: clerk@burksfalls.ca
- Mail: P.O. Box 160, 172 Ontario Street, Burk's Falls, ON P0A 1C0

INITIATIVE

Council and Staff of the Village of Burk's Falls have reviewed the current status of all buildings owned and operated by the Municipality and the general policies and procedures of the Municipality in order to identify, remove and prevent barriers for people with disabilities. This procedure is ongoing in order to continue monitoring facilities and procedures to prevent future barriers to people with disabilities.

The Working Group has contacted residents with mobility and visual disabilities, as well as employees and members of the municipal council with hearing impairment and mobility challenges. There has been very little feedback from the public or vulnerable population since the inception of the Plan.

The Village will consider any future issues raised into the review of building and policies. During this planning process, the Council and Staff will consider barriers for people with disabilities.

CUSTOMER SERVICE POLICY STATEMENT

PURPOSE

The Accessibility for Ontarians with Disabilities Act, 2005 is Provincial legislation that sets out Standards of compliance to ensure that services provided to Ontarians with disabilities is accessible and provided in a manner that uses reasonable efforts consistent with the core principles of:

Dignity – services are provided in a respectful manner consistent with the needs of the individual(s).

Independence – services for persons with disabilities shall support their independence with respecting their right to safety and personal privacy.

Integration – allow people with disabilities to fully benefit from the same service, in the same place and a similar way.

Equality of Opportunity – persons with disabilities are given the same opportunity to benefit from the services provided as other clients.

I.A.S.R - Integrated Accessibility Standards Regulations

SCOPE AND RESPONSIBILITY

This policy facilitates and identifies the policies in place for the removal, and prevention of barriers to people with disabilities as identified in the Accessibility Act 2017 for the Village of Burk's Falls.

The requirements set out in this policy and Integrated Accessibility Standards (I.A.S.R.) Ontario Regulations 191/11 are not a replacement or a substitution for the requirements established under the Human Rights Code. Nor do the standards limit any obligations owed to persons with disabilities under any other legislation.

The policy applies to all Village of Burk's Falls employees as well as other third parties acting on behalf of the municipality for the provision of goods, services, programs and facilities.

ESTABLISHMENT OF ACCESSIBILITY POLICIES

The Village will develop, implement and maintain policies governing how it achieves or will achieve accessibility through meeting the requirements referred to in I.S.A.R. The policies will include a statement of organizational commitment to meet the accessibility needs of person with disabilities in a timely manner.

The multi-year accessibility plan will be:

- Posted on the municipality's website and be provided in an accessible format, upon request, as soon as it is practicable;
- Reviewed and updated at least once every five years; and,
- Established, reviewed and updated in consultation with persons with disabilities and the Village of Burk's Falls Accessibility Advisory Committee.

The municipality will:

- Prepare an annual status report on the progress of measures taken to implement the multi-year accessibility plan; and
- Post the status report on its website and provide the report in an accessible format, upon request, as soon as it is practicable

ACCESSIBILITY POLICY AND PROCEDURES

PROVIDING GOODS AND SERVICES TO PEOPLE WITH DISABILITIES

The Corporation of the Municipality of the Village of Burk's Falls is committed to excellence in serving all customers including people with disabilities. We will carry out our functions and responsibilities in the following areas:

COMMUNICATING WITH PERSONS WITH DISABILITIES

Communication is a process of providing, sending, receiving and understanding information. The Village will communicate with people with disabilities in ways that take into account their disability, this means the Village will consider how the disability affects the way that the person expresses, receives or processes communications.

POLICY

When communicating with a person with a disability, the Village of Burk's Falls will do so in a manner that takes into account the person's disability. The Village will offer to communicate with customers by other means, including e-mail, if telephone communication is not suitable to their communication needs or is not available.

ASSISTIVE DEVICES

Personal assistive devices are usually devices that people bring with them, such as walkers, personal oxygen tanks, magnification devices, wheelchairs, canes, or other mobility devices that assist the person with daily living.

POLICY

Persons with disabilities shall be permitted to obtain, use, or benefit from goods or services through the use of their own assistive devices. Staff will be trained and become familiar with various assistive devices that may be used by customers with disabilities while accessing our services. The Village of Burk's Falls will also ensure that staff knows how to use the assistive devices which are available on our premises. Exceptions may occur in situations where The Village of Burk's Falls has determined that the assistive device may pose a risk to the health and safety of a person with a disability or the health and safety of others on the premises. In

these situations and others The Village of Burk's Falls may offer a person with a disability other reasonable measures to assist them in obtaining, using, and benefiting from the services of The Village of Burk's Falls where other measures are available. It should be noted that it is the responsibility of the person with a disability to ensure that their assistive device is operated in a safe and controlled manner at all times.

SUPPORT PERSONS

We are committed to welcoming people with disabilities who are accompanied by a service animal (unless excluded by other law, then we will take reasonable efforts to find an alternate means of providing assistance) on the parts of our premises that are open to the public and other third parties.

We are also committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter the Village of Burk's Falls premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises. Fees will not be charged for support persons for admission to the Village of Burk's Falls premises for any events where a fee is required.

POLICY

A support person is a trusted individual chosen by a person with a disability who assists with communication, mobility, personal care or medical needs or with access to goods and services. The Village of Burk's Falls is committed to welcoming people with disabilities who are accompanied by a support person.

Fees are sometimes associated with the nature of our business however support persons will be exempted admission fees for some situations or events.

SERVICE ANIMALS

Service animals are used by people with many different kinds of disabilities. Examples of service animals include dogs used by people who are blind; hearing alert animals for people who are deaf, deafened, or hard of hearing; and animals trained to alert an individual to an oncoming seizure and lead them to safety.

POLICY

Persons with a disability, accompanied by a service animal are welcome at The Village of Burk's Falls.

If in an unusual circumstance at an event outside of The Village of Burk's Falls office, a service animal is excluded by law, The Village of Burk's Falls will ensure that alternate means are available to enable the person with a disability to obtain, use, or benefit from the services of The Village of Burk's Falls. If it is not readily apparent that the animal is a service animal, i.e. a guide dog with visible harness, The Village of Burk's Falls will use

extreme discretion in asking the person with a disability to confirm the animal is a service animal by:

- Asking if the animal is a service animal.
- If concern or inappropriate animal behavior ask for confirmation letter from a physician or nurse for service animal or identification card signed by the Attorney General of Canada or a certificate of training from a recognized guide dog or service animal training school.

NOTICE OF TEMPORARY DISRUPTION

The Municipality will make reasonable efforts to provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities.

POLICY

The municipality will make reasonable efforts to notify the public when there is a temporary disruption (planned or unexpected) of facilities or services that are usually used by people with disabilities to access goods or services. This notice must include the reason for the disruption, its estimated duration and a description of alternative facilities or services (See Schedule "A"), if available and posted in an obvious place. In the event of a planned temporary service disruption that would limit a person with a disability from gaining access to our office, goods, or service, The Village of Burk's Falls will post a notice or otherwise make the disruption known to customers in the following methods and places:

- Website home page/Facebook
- Notice on entrance doors
- Municipal office

TRAINING OF STAFF

The Corporation of the Municipality of the Village of Burk's Falls will provide training to staff who interact with the public or other third parties on their behalf. This will involve training Council, Administrative and Public Works Staff, and Volunteers on an as needed basis, and at least once per Council term. New staff and volunteers will be trained within 60 days of commencement of employment.

POLICY

Training will include the following:

- The purpose of the accessibility for Ontarians with Disabilities Act, 2005 and the requirement of the customer service standard;
- How to interact and communicate with people with various types of disabilities;

- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person;
- What to do if a person with a disability is having difficulty in accessing the Corporation of the Municipality of the Village of Burk's Falls goods and services.

All new municipal staff and volunteers will receive training on accessibility as it relates to their specific role within 60 days of the employment or volunteer commencement.

At any time there are changes to this policy or its procedures, staff and volunteers will be provided training on those policies and procedures within 60 days of those changes.

Training will be provided in a variety of formats which will be dependent on the nature of training, training will also take into consideration persons with disabilities, and training will be provided in a manner which best meets the needs of persons with disabilities.

Applicable staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

The Village of Burk's Falls will keep and maintain training records for all Accessible Customer Service training which will include the date and content of training provided to each employee.

FEEDBACK PROCESS

The Corporation of the Municipality of the Village of Burk's Falls welcomes feedback on our provision of services while serving customers with disabilities.

POLICY

Feedback may identify areas that require change and encourage continuous service improvement. (See Schedule "B").

The Public can provide feedback (See Schedule "C") to the Municipality on the delivery of goods and services to persons with disabilities:

- By regular mail addressed to: Clerk-Village of Burk's Falls
P.O. Box 160, 172 Ontario Street
Burk's Falls, ON P0A 1C0
- By telephone at: 705-382-3138
- By fax at: 705-382-2273
- In person at: Municipal Office at 172 Ontario Street

Burk's Falls, Ontario

- By email at: clerk@burksfalls.ca

Feedback will not be acted upon unless the person providing same includes his or her name, mailing address and daytime telephone number. The Municipality will make reasonable efforts to provide acknowledgement to feedback within five business days from its receipt. (See Schedule "D").

The Village of Burk's Falls will take reasonable measures to keep feedback in strict confidence and use feedback only to improve customer service.

ACCESSIBLE PROCUREMENT POLICY

The municipality will incorporate accessible design, criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so as per the Village of Burk's Falls Procurement By-law. If it is not practicable to do so, the municipality shall provide an explanation upon request.

ACCESSIBLE RECRUITMENT

The municipality will notify its employees and the public about the availability of accommodation for applicants with disabilities during its recruitment process. The municipality, during the recruitment process, will notify job applicants, when they are individually selected to participate in an assessment or selection process, that, upon request, accommodations are available in relation to the materials or processes to be used. If a selected applicant requests an accommodation, the municipality will consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to the disability. The municipality will inform all employees of its policies used to accommodate its employees with disabilities.

ACCESSIBLE WORKPLACE POLICY

Workplace Emergency Response Information

The municipality will provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the municipality is aware of the need for accommodation due to the employee's disability.

Individualized Accommodation Plans

The municipality will develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities. The municipality will follow the process for the development of documented individual accommodation plans will include the elements as outlined in the IASR. If requested, individualized accommodation plans will include any information regarding accessible formats and communications supports provided, individualized workplace emergency response information and identify any other accommodations that are to be provided.

Return to Work Process The municipality will develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability related accommodations in order to return to work. The municipality will document the return to work process. The return to work process will outline the steps the municipality will take to facilitate the return to work of employees who were absent because their disability required them to be away from work. Documented individual accommodation plans, as per the IASR, will be used as part of the process.

Performance Management

The municipality will consider the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.

Career Development and Advancement

The municipality, when providing career development and advancement opportunities, will consider the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.

ACCESSIBLE INFORMATION/WEBSITE

The municipality will make their internet website and web content conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and eventually increasing to Level AA, except where it is not practicable to do so. The municipality will make new internet websites and web content on those sites conform to WCAG 2.0 Level A by January 1, 2020 and make all internet websites and web content conform to WCAG 2.0 Level AA, by January 1, 2025.

MODIFICATIONS TO THIS OR OTHER POLICIES

The Municipality is committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore no changes will be made to this policy before considering the impact on people with disabilities. The Corporation of the Municipality of the Village of Burk's Falls will make reasonable efforts

to modify or amend any policy that does not respect and promote the dignity and independence of people with disabilities.

QUESTIONS ABOUT THIS POLICY

If anyone has a question about this policy or if the purpose of the policy is not understood, an explanation should be provided by/or referred to the Municipal Clerk's Office of the Village of Burk's Falls located at 172 Ontario Street, Burk's Falls, Ontario P0A 1C0 (Phone 705-382-3138).

OPERATIONAL REVIEW

CURRENT BUILDINGS:

A) VILLAGE OF BURK'S FALLS MUNICIPAL OFFICES AND THEATRE BUILDING

Located at 172 Ontario Street, Burk's Falls, Ontario. The Building consists of Council Chambers, Municipal Offices, Fire Prevention Office, Planning Department Office, washrooms and the Towne Theatre. The Municipal Office, washrooms and the theatre are located on the ground level. Parking is provided across Ontario Street at the Municipal parking lot, which is paved and provides handicapped parking spaces. The Municipal Office has a wheelchair ramp but does not have automatic door openers. The Towne Theatre is located at the rear of the Municipal Offices. It does not have automatic door openers, but there are double doors which could accommodate wheelchair access. The washrooms located on the ground level between the Municipal Office and the theatre are not handicap accessible.

Council Chambers, Economic Development Officer, and Planning Department Office are located on the second floor. There are no automatic door openers and the second floor is not wheelchair accessible. However the Municipal Office can be used to accommodate the lack of accessibility to the second floor to meet accessibility requirements.

Identified Issues:

- Lack of automatic door openers may make access difficult – remedied 2019;
- Washrooms may not meet current accessibility standards – Reviewed in 2019; major addition required to accommodate;
- Wheelchair access to second floor not possible- reviewed 2019 Council will move any meetings downstairs; Stairwell doesn't provide BCA compliance width
- The Municipal web site was updated in 2018.
- Ramp into main office was replaced and increased in width in 2019;
- Front service counter had a section lowered in 2019

Opportunities For Improvements:

Municipal Council may consider applying for funding to:

- Provide an automated door at the front entrance to the office;
- Provide an automated door at the entrance to the Towne Theatre;

B) LIBRARY AND SENIORS BUILDING

Located at 32 Copeland Street, Burk's Falls, Ontario. The Village of Burk's Falls has partnered with the Township of Armour and the Township of Ryerson to operate a library and senior's centre. The Library is located on ground level and provides one handicapped parking spot and automated doors at the entrance. The washroom is also handicap accessible. The Senior's Centre is located on second level on the building and provides handicap parking, washrooms and accessibility.

Identified Issues:

- None known

Opportunities For Improvement:

- None known

C) ARMOUR, RYERSON AND BURK'S FALLS MEMORIAL ARENA AND COMMUNITY CENTRE

Located at 220 Centre Street, Burk's Falls, Ontario. The Village of Burk's Falls has partnered with the Township of Armour and the Township of Ryerson to operate the Arena and Community Centre. The Arena is located on the ground level and provides handicap parking. There are automated doors at the entrance. An elevator provides handicap access to the Community Centre on the second floor. All washrooms are handicap accessible.

Identified Issues:

- None known.

Opportunities For Improvement:

- None known

D) BURK'S FALLS & DISTRICT FIRE DEPARTMENT

Located at 168 Ontario Street, Burk's Falls, Ontario. The Village of Burk's has partnered with the Township of Armour and the Township of Ryerson to operate the Fire Department. The Fire Hall is located in the Village of Burk's Falls, but is administered by the Township of Ryerson. The current Fire Hall was built in 1972.

Identified Issues:

- One of the dispatchers is a paraplegic and is quite capable of entering the Fire Hall through the front door or one of the bay doors;
- There is no automated door access at the front entrance;
- The washrooms are not handicap accessible.

Opportunities For Improvement:

The Fire Committee of Directors, in conjunction with Municipal Councils for the Village of Burk's Falls, Township of Armour and the Township of Ryerson may consider applying for funding to:

- Upgrade the front entrance to be handicap accessible;
- Provide an automated door at the front entrance to the Fire Hall;
- Upgrade washrooms to meet current accessibility standards.

E) PUBLIC WORKS OFFICE

Located at 140 Dimsdale Street, Burk's Falls, Ontario. This facility houses supplies for the outside maintenance of village operating systems including vehicles, water and sewer supplies, road department and parks department. The building is not intended for public attendance.

Identified Issues:

- The building is not equipped for handicap access but has a large roll up garage door that could accommodate persons with handicaps in order to enter the facility. There are no wheelchair accessible washrooms or automated door systems.

Opportunities For Improvement:

Municipal Council may consider applying for funding to:

- Upgrade washrooms to meet current accessibility standards should an employee require modifications. Council sent an RFP in 2018 for construction of an addition that included washroom upgrades. There were no submissions

received. Attempted again in 2019 with no submissions. Council continues to work toward this.

F) Yonge Street Property (Art and Craft Club rental):

Located at 113 Yonge Street, Burk's Falls, Ontario. The building was recently renovated and now houses the Burk's Falls Arts and Craft Club.

Identified Issues:

- The building is moderately handicap accessible. There are no automated door systems, wheelchair ramps or lift systems in order to accommodate wheelchair access to second floor. The stairwell does not provide the width clearance requirement to install a chair lift. The main entrance is ground level and when open there are staff present to assist with access. The main display area is the lower level.

Opportunities For Improvement:

Municipal Council may consider applying for funding to:

- Provide an automated door at the front entrance;

G) ALMAGUIN HIGHLANDS HEALTH CENTRE:

Located at 150 Huston Street, Burk's Falls, Ontario. The building was recently renovated and houses the Family Health Team, Blood Lab, X-ray, CCAC, RMT and various other health services.

Identified Issues:

- None known

H) MEDICAL CENTRE:

Located at 162 Main Street, Burk's Falls, Ontario. The upper floor of the building houses three doctors, a pharmacy and the lower floor of the building is office space.

Identified Issues:

- The lower floor of the building is not handicap accessible.

Opportunities For Improvement:

Municipal Council may consider applying for funding to:

- Install chair lift system to provide access to lower floor (grant applied for in 2017 and not successful), continue investigating opportunities for all issues. In 2019 looked at installing a donated chair lift but did not have the proper hardware to accept donation, and it was too short.

I) AMBULANCE BASE:

Located at 105 Main Street, Burk's Falls, Ontario. The Building is not equipped for handicap access, but has two large bay doors that could accommodate persons with handicaps in order to enter the facility. There are no wheelchair accessible washrooms and the side entrance does not have automated door system.

Identified Issues:

- There is no automated door access at the side entrance;
- The washrooms are not handicap accessible.

Opportunities For Improvement:

- Upgrade side entrance to be handicap accessible;
- Upgrade washrooms to meet current accessibility standards.

J) COMMUNITY BUS:

The Village owns a bus that is operated by the Seniors Club to provide door to door transportation services to residents on scheduled days of the week. The bus will accommodate up to eight riders and two wheelchairs and/or motorized scooters. Volunteers schedule and drive the bus and pick up residents that have called to request a pick up on the scheduled operating days.

Identified Issues:

- Emergency / breakdowns procedures (see the Transportation Plan for more information).

Opportunities For Improvement:

- None known

K) Recreation Trails

The Village maintains the Riverwalk Trails within the town limits. These trails are located north of the Arena off Centre Street or alternatively accessible at the Welcome

Centre. The trails are maintained and marked for difficulty levels and lengths. There are no identified issues.

L) Outdoor Parks

The Village has three parks Playground, Stan Darling Park and the recreation fields. All parks are accessible with ground level entry. However, the playground is surrounded by sand and the play equipment is not wheelchair accessible. There is entry onto the equipment but with a step up. There is also a grass and picnic area that are accessible.

Opportunities for Improvement:

- Apply for funding for new accessible play equipment

M) On/Off Street Paths of Travel

The Village is a urban and residential area. All roads are hard surface and the main throughway roads have sidewalks for pedestrians. A report done by the North Bay Parry Sound Health Unit on Rural Active Living states the sidewalks are in good shape. There are sidewalks with cracks and as much as possible those cracks are marked for visibility. There are no identified issues.

N) Service Counters

The Village recognizes that accessible service is important to individuals. As such there are few service counters used by the Village. The one at the office is above hip level for security reasons however, when necessary staff move the other side to complete any service and renovations saw a section lowered. Alternatively, the gate can be opened and the individual can move to the inside of the service counter for more private service. There are no identified issues.

O) Other Requirements

The Village of Burk's Falls does not have any fixed queuing guides nor any waiting areas with fixed seating. Therefore, there are no issues.

GENERAL

During the consultation process, persons with mobility, visual and hearing difficulties were consulted. Barriers were identified as previously outlined. It appears that since this Municipality is small and rural in nature that Municipal staff are sensitive to and able to provide goods and services to people with disabilities as needs arise.

BY-LAWS, POLICIES, PRACTICES AND SERVICES

The current by-laws, policies and programs of the Village of Burk's Falls have no identified barriers for people with disabilities. During the on-going review of Municipal building and policies, if barriers are identified such barriers will be addressed in the planning process.

MUNICIPAL ELECTION

Voting stations for the Municipal election are held at the Young at Heart Seniors Centre, 136 Yonge Street, Burk's Falls, Ontario in order to ensure wheel chair accessibility. Handicap parking spots are available and the building has enough space to accommodate people with disabilities.

DECISION MAKING REVIEW

Barriers as outlined above were identified. Building and policy reviews will be on-going. The Plan will be reviewed by Council on an annual basis.

TARGETS AND ACTIONS

Updates will be made to the Accessibility Plan when areas of concern are determined and resolved. Policies, By-laws and Procedures implemented will ensure that barriers, if identified, are eliminated and prevented. Opportunities for improvements, as outlined above, will be reviewed when preparing the municipal budget.

MONITORING

The plan will be monitored on an annual basis in preparation for Council review.

SCHEDULE "A"

DOCUMENT FOR NOTIFYING THE PUBLIC ABOUT DISRUPTIONS IN SERVICE

TYPE OF DISRUPTION: _____

REASON FOR DISRUPTION: _____

DURATION OF DISRUPTION: _____

ALTERNATE FACILITIES OR SERVICES: _____

SCHEDULE "B"

**INVITATION FOR FEEDBACK ON THE PROVISION OF GOODS OR SERVICES TO
PEOPLE WITH DISABILITIES AND AVAILABILITY OF POLICY**

YOUR INPUT IS GREATLY APPRECIATED!!

**THE VILLAGE OF BURK'S FALLS STRIVES TO IMPROVE ACCESSIBILITY FOR
ALL OUR CUSTOMERS WITH DISABILITIES.**

WE WELCOME YOUR FEEDBACK.

**TO SHARE YOUR COMMENTS, REQUEST A FEEDBACK FORM OR REQUEST A
COPY OF OUR ACCESSIBILITY POLICY:**

**PLEASE CALL 705-382-3138 OR
EMAIL AT clerk@burksfalls.ca**

THANK YOU!!

THE CORPORATION OF THE MUNICIPALITY OF THE VILLAGE OF BURK'S FALLS.

SCHEDULE "C"

DOCUMENT FOR OBTAINING FEEDBACK

CUSTOMER FEEDBACK FORM

Thank you for visiting the Municipality of the Village of Burk's Falls. We value all of our Customers and strive to meet everyone's needs. Please tell us the time and date of your visit:

Did we respond to your Customer service needs today? YES NO

Was our Customer service provided to you in an accessible manner?

YES SOMEWHAT NO (Please explain below)

Did you have any problems accessing our goods and services?

YES (Please explain below) SOMEWHAT (Please explain below) NO

Please add any other comments you may have:

Name: _____

Mailing Address: _____

Daytime Phone #: _____

Thank you,
The Village of Burk's Falls

SCHEDULE "D"

DOCUMENT FOR ADDRESSING CUSTOMER FEEDBACK

Date Feedback received: _____

Name of Customer: _____

Address: _____

Daytime Phone Number: _____

Details: _____

Follow-up: _____

Action to be taken: _____

Staff Member: _____

Date: _____