

THE CORPORATION OF THE MUNICIPALITY OF CALLANDER

BY-LAW NO. 2026-2073

Being a By-law to Adopt an Accessible Customer Service Policy for the Municipality of Callander and to repeal the 2010 and 2018 versions of this policy

WHEREAS Section 8(1) of the Municipal Act, 2001, S.O. 2001, c. 25, as amended, provides that the powers of a municipality shall be interpreted broadly so as to confer broad authority on municipalities to enable them to govern their affairs as they consider appropriate and to enhance their ability to respond to municipal issues;

AND WHEREAS the Accessibility for Ontarians with Disabilities Act, 2005 requires municipalities to establish policies, practices, and procedures governing the provision of goods and services to persons with disabilities;

AND WHEREAS on 28th day of April 2026, the Council of the Municipality of Callander passed a Resolution directing staff to bring forward a by-law to adopt Policy No. 043 - Accessible Customer Service and repeal the Accessible Customer Service Policy originally adopted in 2010 and updated in 2018;

NOW THEREFORE BE IT RESOLVED THAT the Council of The Corporation of the Municipality of Callander hereby enacts as follows:

1. That Council hereby adopts Policy No. 043, Accessible Customer Service, attached hereto as Schedule A and forming part of this By-law.
2. That the Accessible Customer Service Policy originally adopted in 2010 and updated in 2018, is hereby repealed.
3. That minor modifications or corrections of a typographical nature where such modifications or corrections do not alter the intent of the by-law may be made by the Municipal Clerk.
4. That this By-law shall come into full force and effect on the date of passing.

TAKEN AS READ A FIRST TIME THIS 28TH DAY OF APRIL 2026.

READ A SECOND TIME THIS 28TH DAY OF APRIL 2026.

READ A THIRD TIME AND FINALLY PASSED THIS 28TH DAY OF APRIL 2026.

Mike Dell, Deputy Mayor

Cindy Pigeau, Municipal Clerk



POLICY

NAME OF POLICY:	ACCESSIBLE CUSTOMER SERVICE
POLICY NUMBER:	043
BY-LAW / RESOLUTION NUMBER:	2026-2073
APPROVAL DATE:	APRIL 28, 2026
ADMINISTRATIVE RESPONSIBILITY:	MUNICIPAL CLERK
NEXT REVIEW DATE:	EVERY 5 YEARS OR SOONER IF REQUIRED

Policy Statement

The Municipality of Callander is committed to providing accessible customer service in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). All services delivered by or on behalf of the Municipality will be provided in a manner that respects the dignity, independence, integration, and equal opportunity of people with disabilities.

Purpose

The purpose of this policy is to ensure that all customers, including those with disabilities, have equitable access to municipal services, facilities, and information. This policy outlines requirements and practices for accessible customer service.

Definitions

“Assistive Device” is any device that helps a person with a disability access services, which may include mobility aids, communication devices, medical devices, etc.

“Disability” as defined in the Ontario Human Rights Code and AODA, which may include physical, sensory, mental health, developmental, learning, or other conditions.

“Service Animal” is an animal used by a person with a disability for reasons relating to their disability, as defined in provincial legislation.

“Support Person” is an individual who accompanies a person with a disability to assist with communication, mobility, personal care, medical needs, or accessing goods and services.

Legislative & Administrative Authorities

[Accessibility for Ontarians with Disabilities Act, 2005 \(AODA\).](#)

[Ontario Regulation 191/11 – Integrated Accessibility Standards](#)

[Ontario Human Rights Code](#)

[Policy 014: Communication and Community Engagement Policy](#)

[Policy 016: Public Conduct Policy](#)

Policy Requirements

Communication

Staff will communicate with people with disabilities in a manner that takes their individual needs into account. Alternative formats or communication supports will be provided upon request, in accordance with the Branding Policy and Communication and Community Engagement Policy.

Assistive Devices

People with disabilities are encouraged to use their assistive devices on municipal premises.

Service Animals

Service animals are welcome in all areas open to the public unless excluded by law. If a service animal is restricted, alternative arrangements will be offered.

Support Persons

A person with a disability may be accompanied by a support person while accessing municipal services.

Temporary Disruptions

When there is a temporary disruption to facilities or services normally used by individuals with disabilities, the Municipality will provide notice in accordance with the Communication and Community Engagement Policy, including the reason for disruption, expected duration, and if alternative facilities or services are available.

Training

The Municipality will provide mandatory accessibility training to employees, volunteers, and council members, in accordance with the Human Resources Policy and Volunteer Policy. Training will cover requirements of the AODA and IASR and accessible customer service principles. Training records will be maintained in accordance with the Records Retention Policy.

Feedback Process

Feedback on municipal accessibility practices can be provided in accordance with the Communication and Community Engagement Policy and Municipal Complaint Policy. Feedback will be reviewed, documented, and responded to. Alternative formats and supports will be provided upon request.

Responsibilities

Council

- Approves the Policy and any amendments.

Municipal Clerk and Management

- Ensures implementation and compliance across departments.
- Ensures appropriate resources for training and accessible practices.

Employees and Volunteers

- Follow the policy and complete required training.
- Provide accessible, respectful customer service.
- Report accessibility barriers or concerns.