

**THE CORPORATION OF THE TOWN OF GANANOQUE BY-LAW
BY-LAW NO. 2017-050**

**BEING A BY-LAW TO ESTABLISH A NOTICE OF AVAILABILITY OF DOCUMENTS
POLICY FOR THE TOWN OF GANANOQUE.**

AND WHEREAS section 5 of the Municipal Act, 2001, S.O. 2001, c. 25, the powers of a municipal corporation are to be exercised by its Council;

AND WHEREAS the Municipal Act, 2001, S.O. 2001, c. 25, provided that the powers of every Council are to be exercised by By-law;

NOW THEREFORE the Council of the Corporation of the Town of Gananoque enacts as follows:

1. That the Notice of Availability of Documents Policy for the Town of Gananoque attached hereto as Schedule 'A' and forming part of this by-law is hereby adopted.
2. That this by-law come into force and effect on the date of passing.
3. That any by-law inconsistent with this by-law is hereby repealed.


READ THREE TIMES and finally passed this 18th day of July 2017.



Mayor, Erika Demchuk



Deputy Clerk, Linda Robinson

		THE CORPORATION OF THE TOWN OF GANANOQUE NOTICE OF AVAILABILITY OF DOCUMENTS POLICY	
POLICY NO.	2017-05	APPROVAL DATE:	July 18, 2017
AUTHORITY	Council	EFFECTIVE DATE:	July 18, 2017
SUBJECT	NOTICE OF AVAILABILITY OF DOCUMENTS - ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT – O. Reg 191/11		

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 191/11 (O. Reg 191/11) 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 191/11

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 191/11 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 191/11 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 191/11 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