

**The Corporation of the City of Pembroke**

**By-law Number 2009-63**

**A By-law to adopt the Accessibility Standards for Customer Service Policy for the Corporation of the City of Pembroke**

**Whereas** Ontario Regulation 429/07 made under the *Accessibility for Ontarians with Disabilities Act, 2005* came into force on January 1, 2008;

**And Whereas** this Regulation establishes accessibility standards for customer service and it applies to every designated public sector organization and to every other person or organization that provides goods or services to members of the public or other third parties and that has at least one employee in Ontario;

**And Whereas** every provider of goods or services shall establish policies, practices and procedures governing the provision of its goods or services to persons with disabilities. The accessibility standards for customer service apply to the designated public sector organizations on and after January 1, 2010;

**Now Therefore** the Municipal Council of the Corporation of the City of Pembroke enacts as follows:

1. That the Council of the Corporation of the City of Pembroke deems it advisable to adopt the Accessibility Standards for Customer Service Policy, attached hereto as Schedule "A", to meet the requirements of Ontario Regulation 429/07 made under the *Accessibility for Ontarians with Disabilities Act, 2005*.
2. This by-law shall come into force and take effect upon the date of the final passing thereof.

**Read a first and second time this 17<sup>th</sup> day of November 2009**

Mayor

Chief Administrative Officer/Clerk

**Read a third time and passed this 17<sup>th</sup> day of November, 2009**

Mayor

Chief Administrative Officer/Clerk