

Grey Highlands Public Library

Policy Type: **Operational**

Policy Number: 26-14

Policy Title: **Accessible Customer Service**

Policy Approval Date: June 18, 2014

Chairperson's
Signature



Policy Review Date:

Policy Statement

Grey Highlands Public Library is committed to the independence and integration of persons with disabilities and all who connect, explore and learn in our community.

1. Services and Programs

The Grey Highlands Public Library will make every reasonable effort to ensure that services and programs are accessible by:

- a) encouraging the use of personal assistive devices to access our services and programs
- b) providing computer workstation, equipped with assistive technology / a range of accessibility features, at each branch.
- c) arranging for the provision of access to accessible materials where they exist
- d) encouraging the inclusion and access of support persons accompanying people with disabilities
- e) waiving fees for support persons assisting users and when fees are required providing advance notification
- f) permitting service animals to assist users and provide alternative accommodation when an animal is disallowed under the law

2. Communication

The Grey Highlands Public Library will make every effort to communicate with users in a manner that enables the use of services and programs by providing:

- a) this policy in alternative formats upon request

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- b) information on the provision of customer service for people with disabilities and accessible services and programs
- c) reasonable notification of all interruptions that especially relate to the provision of services and program for people with disabilities
- d) a process for receiving feedback about the manner in which the library provides services to persons with disabilities

3. Training

The Grey Highlands Public Library in collaboration with the Municipality of Grey Highlands, will provide training, on how to provide customer service to people with disabilities and will keep a record of when the training was provided and the individuals who received the training. The training will be provided to:

- a) those who participate in developing policies and procedures on the provision of service to the public
- b) every person who deals with the public on behalf of the library
- c) every person involved in the development and delivery of programs for children, youth and adults
- d) new workers who deal with the public on behalf of the library

Related Documents:

Accessibility for Ontarians with Disabilities Act, 2005. S.O. c.11

Accessibility Standards for Customer Service, Ontario Regulation 429/07

Integrated Accessibility Standards, Ontario Regulation 191/11