

# Petawawa Public Library Policy Manual

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Date approved:

Board motion number:

Date amended: \_\_\_\_\_

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## Circulation

### **Accessible Customer Service**

#### **Intent**

The Petawawa Public Library is committed to the independence and integration of persons with disabilities and all who live, learn, work, play and invest in our community.

#### **Regulations**

The Accessibility Standards for Customer Service, Ontario Regulation 429/07 as part of the, Accessibility for Ontarians with Disabilities Act, 2005 states that:

Every provider of goods or services shall establish policies, practices and procedures governing the provision of its goods or services to persons with disabilities. O. Reg. 429/07, s. 3 (1).

#### **Procedures**

1. The 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) encouraging the inclusion and access of support persons accompanying people with disabilities
  - c) waiving fees for support persons assisting clients and when fees are required providing advance notification
  - d) permitting service animals to assist clients and provide alternative accommodation when an animal is disallowed under the law
  
2. The Library will make every effort to communicate with clients in a manner that enables the use of services and programs by providing:
  - a) reasonable notification of all interruptions that especially relate to the provision of services and program for people with disabilities
  - b) the Accessible Customer Service Standard Policy and, upon request, making it available in alternative formats
  - c) a feedback, response and tasking process that enables increased integration of users and accessibility of goods and services.
  - d) information on the provision of customer service for people with disabilities and accessible services and programs

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### **Accessible Customer Service cont'd**

3. The Library provides training on how to provide customer service to people with disabilities, 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) new workers who deal with the public on behalf of the Library
  - d) All employees shall receive this training within six months of the passing of this document.
  - e) All new employees shall receive this training during orientation and training shall be repeated every five (5) years thereafter.
  - f) The Library will keep records of training, including the date on which training is provided and to whom it was provided.