

## **POLICY 2.3**

### **BIBLIOTHÈQUE PUBLIQUE DU CANTON DE RUSSELL TOWNSHIP OF RUSSELL PUBLIC LIBRARY**



**Type of policy :** Operational Policy  
**Title of policy :** Accessibility for users with disabilities:  
Customer Services Policy  
**Number of policy :** **2.3**  
**Approval date :** November 18, 2009 (Motion 09.11.10.02)  
**Dates of modifications and revisions :**  
March 19, 2014 – Full revision no modifications required  
**Next revision :** **2017**

#### **STATEMENT OF PURPOSE**

The Board is committed to providing equal access for all members of the community to information, lifelong learning, literacy, and the love of reading. The purpose of this policy is to ensure that library services provided to persons with disabilities are accessible, equitable, and delivered in a manner that respects the dignity and independence of the individual and that the Library is compliant with the requirements of the Accessibility for Ontarians with Disabilities Act (AODA) and its regulations.

#### **SCOPE**

This policy addresses accessibility policies and standards specific to customer services. This policy applies to all persons who deal with customers, or to other third parties who deal with customers on the Library's behalf.

#### **GUIDELINES**

##### **1. Guiding principles**

The Library will make every reasonable effort to ensure that services and programs are accessible.

1.1 Library service is relevant, inclusive and responsive for all, including persons with disabilities. Each member of the community has an equal opportunity to access public library services.

1.2 Library services are provided in a manner that respects the dignity, independence and integration of persons with disabilities.

1.3 The Library strives to provide library services in a way that meets the specific needs of the person with disabilities and is convenient and accessible to the person with disabilities.

##### **2. Communications**

When communicating with a person with a disability, the Library will strive to do so in a manner that takes into account the person's disability.

##### **3. Temporary Service Disruptions**

The Library will make a reasonable effort to provide notice of planned or unplanned disruption of library services to the public, including information about the reason for the disruption, its anticipated duration and a description of alternative facilities or service, if any, that may be available. In the case of unplanned temporary disruption, advance notice will not be possible.

#### **4. Assistive Devices and other Measures that Assist with Accessibility**

4.1 A person with a disability may provide their own assistive device for the purpose of obtaining or using library services. Exceptions may occur in situations where the Library has determined that the assistive device may pose a risk to the health and safety of the person with a disability or to the health and safety of others on library premises. In these situations, the Library may offer a person with a disability other reasonable measures to assist him or her in obtaining and using Library services, where the Library has such other measures available.

4.2 It is the responsibility of the person with a disability to ensure that his or her assistive device is operated in a safe and controlled manner at all times.

4.3 The Library may provide some assistive devices (i.e. alternative keyboards, screen magnifying software, etc.).

#### **5. Service Animals and Guide Dogs**

5.1 Persons with a disability may enter library premises accompanied by a service animal and keep the animal with them if the public has access to such premises and the animal is not otherwise excluded by law. If a service animal is excluded by law, the Library will ensure that alternate means are available to enable the person with a disability to obtain, use or benefit from library services.

5.2 If it is not readily apparent that the animal is a service animal or a guide dog, library staff may ask the person for confirmation of the animal's status.

5.3 It is the responsibility of the person with a disability to ensure that his or her service animal or guide dog is kept in control at all times.

#### **6. Support Persons**

6.1 A person with a disability may enter library premises with a support person and have access to the support person while on the premises.

6.2 The Library may require a person with a disability to be accompanied by a support person while on library premises in situations where it is necessary to protect the health and safety of the person with a disability or the health and safety of others on the library premises.

6.3 A support person, when assisting a person with a disability to obtain or use library services, will be permitted to attend at no charge where an admission fee is applicable.

#### **7. Training**

7.1 The Library will ensure that all persons to whom this policy applies, including those who participate in developing policies and procedures on the provision of services to the public, receive training as required by the Accessibility Standards for Customer Service. The amount and format of training will be dependent on a person's interactions with library users.

7.2 A record of training provided to persons to whom this act applies on the AODA and this policy will be kept by the CEO.

7.3 Training will be provided as part of orientation training for new employees and on a continuing basis as required.

7.4 Agents and contractors of the Library who deal with the public during their work for the Library will provide proof of 'Accessibility Awareness' training (as part of their contractual agreement with the Library) prior to their work for the Library.

## **8. Feedback on Services**

The library will have a mechanism to allow the public to provide feedback about the delivery of services to persons with disabilities. Comments and suggestions may be given by mail, by phone, by FAX, by e-mail or in person. Feedback will be responded to within two weeks of its receipt by the Library.

## **9. Availability of Documents**

Policy documents will be provided consistent with the requirements of the AODA and Ontario Reg. 429/07.

## **REFERENCES AND BACKGROUND:**

**Accessibility for Ontarians With Disabilities Act (AODA)**, 2005. S.O. c.11

**Accessibility Standards for Customer Service**, Ontario Regulation 429/07

The Accessibility for Ontarians with Disabilities Act (AODA, 2005) is a provincial act with the purpose of developing, implementing and enforcing accessibility standards in order to achieve accessibility for persons with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises. Under the AODA, Ontario Regulation 429/07 entitled "Accessibility Standards for Customer Service" came into force on January 1, 2008. The Regulation establishes accessibility standards specific to customer service for public sector organizations and other persons or organizations which provides goods and services to members of the public or other third parties. This policy is based and drafted in accordance with the Accessibility Standards for Customer Service (Ontario Regulation 429/07).

