



Policy Title: Accessible Customer Service

Policy Number: 2019-34

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Policy Review Date: May 01, 2023

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

1. The library will make every reasonable effort to ensure that services and programs are accessible by:

Encouraging the use of personal assistive devices to access our services and programs;

Permitting service animals, to assist clients and provide alternative accommodation when animal is disallowed under the law;

“Service animal” refers to an animal used by a person for reasons relating to his or her disability. An animal is a service animal for a person with a disability if, a. the animal can be readily identified as one that is being used by the person for reasons relating to the person’s disability, as a result of visual indicators such as the vest or harness worn by the animal; or b. the person provides documentation from one of designated, regulated health professionals confirming that the person requires the animal for reasons relating to the disability: (O. Reg. 165/16, s. 16).

Encouraging the inclusion and access of support persons accompanying people with disabilities; and

Waiving fees for support persons assisting clients when providing advance notification.

2. The library will make every effort to communicate with clients in a manner that enables the use of services and programs by:

Providing reasonable notification of all interruptions that especially relate to the provision of services and program for people with disabilities;

Providing and publicizing the Accessible Customer Service Standard Policy and, upon request, making it available in alternative formats; and

Providing a feedback, response and tasking process that enables increased integration and the accessibility of the library’s goods and services.

3. Training will be provided to all library staff and associated parties:

Involved specifically in the development of the policies, practices and procedures as required in the Accessibility for Ontarians with Disabilities Act Customer Service Standards;

In the provision of the customer service for people with disabilities and the library's accessible services and programs;

In maintaining records of staff trained the Customer Service Standards;

Ensuring the Accessible Customer Service Standards training is integrated into all new employee orientation programs; and

Developing an information piece for associated parties on the provision of the customer service for people with disabilities and the library's accessible services and programs.

Relevant Legislation:

- Accessibility Standards for Customer Service, Ontario Regulation 429/07
- The Accessibility of Ontarians with Disabilities Act, 2005 (AODA) S.O. c11
- Ontario Regulation 165/16 made under the Accessibility for Ontarians with Disabilities Act, 2005. S.O. c.11 and amending O Reg. 191/11 (Integrated Accessibility Standards)