

## **Accessibility Standard for Customer Service Policy**

### **PURPOSE:**

The purpose of this policy is to ensure that the Lake of Bays Township Public Library complies with the requirements of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Accessibility Standards for Customer Service, Ontario Regulation 429/07, both as amended.

### **BACKGROUND:**

The AODA is a Provincial Act with the purpose of developing, implementing and enforcing accessibility standards to improve accessibility across the Province.

Under the AODA, Ontario Regulation 429/07 entitled "Accessibility Standards for Customer Service" (the Regulation) came into force on January 1, 2008. That Regulation establishes accessibility standards specific to customer service for public sector organizations and other persons or organizations that provide goods and services to members of the public. The standards have been amended from time to time since their initial publication.

### **DEFINITIONS:**

**AODA** means the *Accessibility for Ontarians for Disabilities Act, 2005*.

**Assistive Device** means a device used to assist persons with disabilities in carrying out activities or in accessing library services.

**Disability or Disabilities** means:

- any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness, and without limiting the generality of the foregoing, including diabetes mellitus, epilepsy, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a support person or service animal, or on a wheelchair or other remedial appliance or device
- An intellectual and/or developmental disability,
- A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- A mental disorder, or
- An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

**Guide Dog** means a guide dog as defined in Section 1 of the Blind Persons' Rights Act: a dog trained as a guide for a blind person and having qualifications prescribed by the regulations under the Blind Persons' Rights Act.

**Library** means the Lake of Bays Township Public Library, including its Board, management, staff, volunteers, third party service suppliers, and premises.

**Library Premises** means premises operated by the Lake of Bays Township Public Library.

**Library Services** means what the Library does for, or offers to, the public.

**Patron** is the word the Library uses for “customer” as defined in the AODA and is, therefore, used throughout this document as such.

**Persons who Provide Library Services** means all employees and volunteers (paid and unpaid, full-time, part-time and contract positions) and anyone involved in developing the Library’s policies (including managers and board members) as well as anyone who provides goods, services or facilities to patrons on the Library’s behalf.

**Service Animal** means any animal used by a person with a disability for reasons related to the disability; or where the person provides a letter from a recognized health care professional confirming that he or she requires the animal for reasons relating to his or her disability; or a valid identification card signed by the Attorney General of Canada or a certificate of training from a recognized guide dog or service animal training school.

**Support Person** means a person who accompanies a person with a disability in order to assist him or her with communication, mobility, personal care, or medical needs or with access to Library services.

**Universal Access** means to provide access to services for all people to the greatest extent possible without the need for adaptation or specialized design.

## **CUSTOMER SERVICE STANDARD STATEMENT**

The Library is committed to providing quality services *commensurate with the demand for those services* that are accessible to persons who wish to obtain and use these services.

### **Guiding Principles:**

- Library service is relevant, inclusive and responsive for everyone. Each member of the community has access to public library services.
- Library services are provided in a manner that respects the dignity and independence of persons with disabilities.
- The Library strives to provide library services through integration unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from library services.
- 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.

## **COMMUNICATION WITH PERSONS WITH DISABILITIES**

Lake of Bays Township Public Library will communicate with a person with a disability in ways that take into account that disability.

**Notice Of Service Disruptions:**

Lake of Bays Township Public Library will post a notice in the event of a temporary service disruption that would limit a person with a disability from gaining access to the Library. The notice will include the reason for the disruption, its duration and an alternative service if available. The Library will make the disruption known through signage and by such other methods as is reasonable in the circumstances.

**SUPPORT PERSONS AND SERVICE ANIMALS:**

A support person accompanying and assisting a person with a disability is welcome in the Library. When assisting a person with a disability to obtain or use Library services or to participate in a Library program, the support person will be permitted to attend at no charge where an admission fee is applicable. In situations where it is necessary to protect the safety of the person with the disability or the safety of others, the Library may require a person with a disability to be accompanied by a support person.

Guide dogs or other service animals are permitted in the Library. If it is not readily apparent that the animal is being used because of a person's disability, the person with a disability may be asked to show a letter from a recognized medical professional confirming that the service animal is required for reasons relating to his or her disability. It is the responsibility of the person with the disability to ensure that the guide dog or service animal is kept in control.

**ASSISTIVE DEVICES AND OTHER MEASURES THAT ASSIST WITH ACCESSIBILITY**

A person with a disability may use their own assistive devices to access Library service. It is the responsibility of the person using the assistive device to ensure that it is operated in a safe manner. Anyone with accessibility issues can seek assistance from Library staff.

**TRAINING**

The Library commits to train all employees and volunteers (paid and unpaid, full-time, part-time and contract positions) and anyone involved in developing the Library's policies (including managers and board members) as well as anyone who provides goods, services or facilities to patrons on the Library's behalf. This training will cover the material prescribed in the Customer Service Standards under the Regulation.

As of October 2016, details on training are posted at <https://www.ontario.ca/page/how-train-your-staff-accessibility>. Training tools can be found at Access Forward (at <http://www.accessforward.ca>).

**ACCESSIBILITY SERVICES FEEDBACK**

Lake of Bays Township Public Library welcomes patron input and provides a feedback, review and response process. Feedback may be given in person, by telephone, in writing or in electronic format or through other methods.

**Policy** Lake of Bays Township Public Library Board

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Date reviewed:

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Signature of the Chairperson \_\_\_\_\_