



Policy Title:	Accessible Customer Service
Policy Type:	Public Service
Policy #:	PS 020-02
Policy Authority:	Board
Effective Date:	October 2012

PURPOSE

This policy is developed in accordance with Ontario Regulation 429/07, created under the Accessibility for Ontarians with Disabilities Act 2005 (AODA) which sets out obligations for organizations to provide goods or services in ways that are accessible to people with disabilities in Ontario.

DEFINITIONS

In accordance with the AODA,

“Assistive Device”: Any device that is designed and/or adapted to assist a person to perform a particular task. Assistive devices include specialized aids and devices that enable people with disabilities to carry out their everyday activities. These include, but are not limited to wheelchairs, hearing aids, adaptive computer technologies, ventilators, walkers, crutches and personal sound amplification devices.

“Disability”: A disability is:

1. 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, includes diabetes mellitus; epilepsy; a brain injury; any degree of paralysis; amputation; lack of physical co-ordination, blindness or visual impediment; deafness or hearing impediment; muteness or speech impediment; or physical reliance on a guide dog or other animal, or on a wheelchair or other remedial applicant or device.
2. A condition of mental impairment or a developmental disability.
3. A learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language.
4. A mental disorder.
5. An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act.

“Support Person”: An individual hired or chosen by a person with a disability to provide services or assistance with communication, mobility, personal care, medical needs or to assist with accessing services.

POLICY

Clarington Public Library is committed to the dignity, independence integration and equality of opportunity of persons with disabilities and all who live, learn, work, plan and invest in the community.

1. The library will make every reasonable effort to ensure that services and programs and services are accessible by:
 - a. Encouraging the use of personal assistive devices to access library services and programs;
 - b. Encouraging the inclusion and access of support persons accompanying people with disabilities;
 - c. Permitting service animals to assist customers and provide alternative accommodation when animal is disallowed under the law;
 - d. Waiving fees for support persons assisting customers and when fees are required providing advance notification.

2. The library will make every effort to communicate with customers in a manner that enables the use of services and programs by:
 - a. Providing reasonable notification of all interruptions that especially relate to the provision of services and program for people with disabilities;
 - b. Providing and publicizing the Accessible Customer Service Policy and, upon request, making it available in alternative formats;
 - c. Providing a feedback, response and tasking process that enables increased integration and the accessibility of the libraries goods and services.

3. The Library provides training on how to provide customer service to people with disabilities to those involved in:
 - a. The development of the policies, practices and procedures as required in the Accessibility Standards for Customer Service;
 - b. The provision of the customer service for people with disabilities and the development of the library's accessible services and programs;
 - c. The integration of accessible customer service training into all new employee orientation programs.