



Policy Title:	Accessible Customer Service
Policy Type:	Public Service
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Policy Authority:	Board
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1. PURPOSE

This policy addresses the requirements of the Accessibility Customer Service Standards under Ontario Regulation 191/11 for the Integrated Accessibility Standards Regulation under the Accessibility for Ontarians with Disabilities Act 2005 (AODA).

2. DEFINITIONS

Accessible formats may include, but are not limited to, large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities. Assistive Device is a piece of equipment a person with a disability uses to help them with daily living (e.g., a wheelchair, screen reader, hearing aid, cane or walker, an oxygen tank).

Communication supports may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

Guide dog means a guide dog as defined in section 1 of the Blind Persons' Rights Act.

Service animal means any animal that assists a person with a disability if the following conditions are met:

- (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 the following regulated health professionals confirming that the person requires the animal for reasons relating to the disability:
 - i. A member of the College of Audiologists and Speech-Language Pathologists of Ontario.
 - ii. A member of the College of Chiropractors of Ontario.
 - iii. A member of the College of Nurses of Ontario.
 - iv. A member of the College of Occupational Therapists of Ontario.
 - v. A member of the College of Optometrists of Ontario.
 - vi. A member of the College of Physicians and Surgeons of Ontario.
 - vii. A member of the College of Physiotherapists of Ontario.
 - viii. A member of the College of Psychologists of Ontario.
 - ix. A member of the College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario. O. Reg. 165/16, s. 16.

Support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods, services or facilities.

3. POLICIES

Assistive Devices

Individuals may use their assistive devices when accessing Municipal goods, services and facilities.

In situations where an assistive device presents a significant and unavoidable health or safety concern, other measures will be used to ensure the person with a disability can access Municipal goods, services and/or facilities.

Where assistive devices are available in Municipal facilities, Municipal staff will be trained on how to use them.

Communication

We will communicate with people with disabilities in ways that take into account their disability. We will work with the person with a disability to determine what method of communication works best for them.

Service Animals

Guide dogs and service animals may be used in all Municipal areas/premises that are open to the public, unless the animal is otherwise excluded by law.

If a service animal is excluded from the premises by law, staff will inform the individual of the reasons why and discuss alternative methods for the person to access Municipal goods, services and facilities.

A service animal should be easily identified through visual indicators, such as a harness or a vest, or when it helps a person perform certain tasks.

When Municipal employees cannot easily identify that an animal is a service animal, they may ask the person to provide documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Professionals of Ontario.

In addition to a regulated health professional, the Library will also accept an identification card from the Attorney General or an officer of his or her Ministry, which confirms the identity of a blind person and his or her guide dog. R.S.O. 1990, c. B.7, s. 4 (2).

Support Persons

People with disabilities can access their support person when using goods, services and facilities provided by the Library.

Where registration fees are required, support persons will not be charged a fee.

In certain cases the Library may require a person with a disability to be accompanied by a support person for the health or safety reasons of:

- The person with a disability
- Others on the premises

Before making a decision on whether or not a person with a disability is required to have a support person, the Library will:

- Consult with the person with a disability to understand their needs
- Consider health and/or safety reasons based on available evidence
- Determine if there is no other reasonable way to protect the health and/or safety of the person or others on the premises.

If the Library determines that a support person is required, the Library will not charge a fee for the support person.

Training

Training will be provided to all employees, volunteers, anyone who provides goods, services or facilities on behalf of the Library and anyone involved in developing Municipal policies and procedures. Training will be appropriate to the duties of employees, volunteers and other persons and include:

- The purpose of the AODA and the requirements of the Customer Service Standard
- The Library's Accessible Customer Service Policy
- The Ontario Human Rights Code (as it relates to people with disabilities)
- Areas of the Accessibility Standards that are relevant to their work responsibilities
- How to interact and communicate with people with various types of disabilities
- How to interact with people who use an assistive device or require the use of a service animal or support person
- How to use any equipment or assistive devices available to help provide goods, services or facilities to people with disabilities
- What to do if a person with a disability is having difficulty accessing the Library's goods, services and facilities.

Training will also be provided when changes are made to the Library's accessibility policies.

The Library shall keep records of the training provided in accordance with Ontario Regulation 191/11.

Service Disruption Notification

In the event of a service disruption at any Municipal facility, service, program or system, notice shall be provided on the Library's website and posted at the location, where possible. There is a designated web page for service disruptions on the Library's website. The Library also uses social media to notify its followers about service disruptions.

The notice shall provide the reasons for the disruption, its anticipated duration and a description of alternative facilities, services or system that may be available.

Feedback Process

The Library shall maintain a process for receiving and responding to feedback on how the Library provides goods, services and facilities to persons with disabilities. The Library will ensure the process is accessible by providing or arranging for accessible formats and communication supports upon request.

Feedback may be provided:

- in person
- by telephone
- in writing
- by email or
- by any other communication technology as required

If customers with disabilities would prefer to give their feedback, and receive a response to it, using an alternate method than the one offered, they may request it.

Feedback about the accessibility of the Library's goods, services or facilities will be directed to the Accessibility Coordinator. Customers can expect a response within 10 business days. If the Library requires additional time, the estimate date for response will be provided to the submitter. In situations where no contact information is provided, no response will be given, but the feedback will be tracked and actioned accordingly.

Availability and Format of Documents

The Library will notify the public that documents related to accessible customer service are available. Notice will be posted on the Library's website.

The Library will provide these documents in an accessible format or with communication support, upon request. The Library will consult with the person making the request to determine the suitability of the format or communication support. The accessible format or communication support will be provided in a timely manner and, at no additional cost.

Modifications to this or Other Policies

Any policies that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or rescinded.