

Brantford Public Library

Accessible Customer Service Standard

Statement of Purpose:

The Brantford 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.

Regulations:

1. The Library will make every reasonable effort to ensure that services and programs are accessible by:
 - a) Encouraging the use of personal assistive devices to access the Library's services and programs;
 - b) Providing a variety of assistive devices to access its collections;
 - c) Permitting service animals to assist customers;
 - d) Encouraging the inclusion of, and providing access for support persons accompanying people with disabilities;
 - e) Waiving fees for support persons assisting clients and when fees are required, 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:
 - a) Providing reasonable notification of all interruptions that especially relate to the provision of services and programs for people with disabilities;
 - b) Providing and publicizing the Accessible Customer Service Standard Policy and, upon request, making it available in alternative formats;
 - c) Providing a feedback channel directly to the Library's senior management in order to continually improve the integration and accessibility of the Library's goods and services.
 - d) Making an information piece available for associated parties on the provision of customer service for people with disabilities and the Library's accessible services and programs.

3. Training will be provided to all Library staff and associated parties:
 - a) Involved specifically in development of the policies, practices and procedures as required in the Accessibility for Ontarians with Disabilities Act Customer Service

- Standards;
- b) Involved in the provision of customer service for people with disabilities and the Library's accessible services and programs.

Further:

- c) Records will be maintained of those staff who have been trained in the Customer Service Standards;
- d) The Library will ensure that the Accessible Customer Service Standards training is integrated into all new employee orientation programs;

References:

Accessibility for Ontarians with Disabilities Act
Regulations 429/07