



# Accessible Customer Service Standard

## Operational

### 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.

### Policy

#### 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 related 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 good 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.
  - c. As reflected in Ontario Regulation 429/07, regardless of the format, training will cover the following:

- i. A review of the purpose of the Accessibility for Ontarians with Disabilities Act, 2005.
- ii. A review of the requirements of the Accessibility Standards for Customer Service, Ontario Regulation 429/07.
- iii. Instructions on how to interact and communicate with people with various types of disabilities.
- iv. Instructions on how to interact with people with disabilities who:
  - 1. use assistive devices;
  - 2. require the assistance of a guide dog, service dog or other service animal; or
  - 3. require the use of a support person (including the handling of admission fees).
- v. Instructions on how to use equipment or devices that are available at our premises or that we provide that may help people with disabilities.
- vi. Instructions on what to do if a person with a disability is having difficulty accessing our services.
- vii. The Library's policies, procedures and practices pertaining to providing accessible customer service

Further:

- d. Records will be maintained of those staff who have been trained in the Customer Service Standards;
- e. The Library will ensure that the Accessible Customer Service Standards training is integrated into all new employee orientation programs;
- f. Training will be provided to all applicable staff when there are any changes to the Library's accessible customer service polices.

## History

**Supersedes:** Not applicable

**Background documents, related policies:** Accessibility for Ontarians with Disabilities Act Regulations 429/07

**Approval Date:** October 2009

**Revision History:** November 2015, December 2019

**Projected Review Period:** Not applicable

**Author:** Corporate Services Administrator

**Approval Level:** Brantford Public Library Board