

Title Accessible Customer Service Policy
Policy Number CPL-16-14
Policy Type Operating
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Notes



Purpose

The Caledon 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. This policy is intended to meet the requirements of the Accessibility for Ontarians with Disabilities Act, (AODA) 2005 and all related standards and regulations introduced under this legislation, ensuring that persons with disabilities are provided equal opportunities and an excellent standard of service.

Definitions

For the purposes of this policy:

“Accessible” means capable of being entered or reached, approachable; easy to get at; capable of being influenced; obtainable; easy to understand or appreciate.

“Barrier” means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or practice; “obstacle” (AODA, 2005).

“Customer” means a person who buys, receives or uses goods or services.

“Disability” means

- (a) “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 appliance or device.
- (b) a condition of mental impairment or a developmental disability
- (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- (d) a mental disorder, or

- (e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997; (“handicap”)(AODA, 2005)

“Planned Service Disruption” means a scheduled shutdown or closure of a library facility, program or service which may result in a reduction or change to a service level.

“Service Animal” means an animal is a service animal for a person with a disability

- (a) if it is readily apparent that the animal is used by the person for reasons relating to his or her disability, or
- (b) if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability O. Reg. 429/07, s. 4 (9).
- (c) a dog trained as a guide dog for a blind person and having the qualifications prescribed by the regulations under the Blind Persons’ Rights Act.

“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 goods or services.

“Service Interruption” means a scheduled or unscheduled shutdown or closure of a library facility, program or service which may result in a reduction or change to a service level.

Guidelines

The Library will comply with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the regulatory standards pertaining to customer service, employment, transportation, information and communications, and the built environment.

The Library will make every reasonable effort to ensure that services, programs, and premises are accessible and will also make every effort to communicate with customers in a manner that enables the use of services, programs and our premises.

Assistive Devices

The Library will encourage the use of personal assistive devices by persons with disabilities to access the library’s collections, resources, facilities and services. Where assistive devices are available in our buildings, Library staff will be trained on how to use them and support their use by others.

Exceptions may occur in situations where the Library has determined that the assistive device may pose a risk to the health and safety of the person with a disability or to the health and safety of others on Library premises. In these situations, the Library may offer a person with a disability other reasonable measures to assist him or her in obtaining and using Library services, where the Library has such other measures available.

It is the responsibility of the person with a disability to ensure that his or her assistive device is operated in a safe and controlled manner at all times.

Service Animals

Persons with disabilities are permitted to be accompanied by their service animals and keep those animals with them in areas that are open to the public when accessing Library resources, services and facilities, unless otherwise prohibited by law.

In the event that a service animal is prohibited from the premises, the Library will ensure that other measures are available to enable the person with a disability to obtain, use or benefit from the Library's resources, services or facilities.

If it is not readily apparent that the animal is a service animal or a guide dog, Library staff may ask the person for confirmation of the animal's status, as outlined by the definition of a service animal.

Service animals must be supervised by their owners and kept in control when used to access the Library's resources, services and facilities

Support Persons

The Library will encourage the inclusion and access of support persons accompanying people with disabilities, when accessing Library resources, services and facilities.

A support person, when assisting a person with a disability to obtain or use Library services, will be permitted to attend at no charge where an admission fee is required.

The Library may deem it necessary to require a support person for a person with a disability in order to protect the health and safety of that person or of others on the premises. This will occur after consultation with the person with a disability and when it is the only means to allow the person with a disability to access the Library's resources, services or facilities.

Service Disruptions:

The Library will provide reasonable notification of all service interruptions to facilities, services or systems that may affect people with disabilities in accessing the Library's resources, services, or facilities.

Notice will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities, services or systems that may be available.

Notice of the disruption will be provided in advance whenever possible. In the event of an unexpected disruption, notice will be provided in as timely a manner as possible.

Availability of Documents

The Library will make available information about the provision of customer service for people with disabilities and the Library's accessibility policy, resources and practices on the Library's website and in alternate formats upon request.

The Library will make reasonable efforts to respond to requests for documents in alternate and accessible formats in a timely manner.

Training

The Library will provide training on AODA legislation and all mandatory, province-wide standards, and best practices. The Library will also support the keeping of records related to the completed training.

The following individuals will receive training on the topics outlined in the regulation:

- Staff, volunteers, agents/contractors and any other individuals who interact with the public or other third parties on behalf of the Library; and
- Staff, volunteers, agents/contractors and any other individuals who participate in the development of Library policy, practices and procedures governing the provision of resources and services to members of the public.

Feedback

The library has developed the following feedback and response process to ensure equitable and accessible services to all customers.

Any questions, concerns or comments regarding the Library's provision of resources and services to people with disabilities should be directed to:

Colleen Lipp, CEO and Chief Librarian
Caledon Public Library
6500 Old Church Road
Caledon, ON L7C 0H3
519.927.5662
clipp@caledon.library.on.ca

Comments are welcomed in person, by telephone, in writing, or via email. Reasonable efforts will be made to provide initial response to queries within five (5) business days.

Related Documents:

- [Accessibility for Ontarians with Disabilities Act](#), 2005, S.O. 2005, c. 11