

Madawaska Valley Public Library Policy Manual

Policy Type: Operational

Policy Number: OP-03

Policy Title: Accessible Customer Service

Initial Approval Date: October 2012

Last Review/Revision Date: 2017

Review Date: 2021

Objective

To define the guidelines to provide accessibility to the Madawaska Valley Public Library (the Library) to persons with disabilities and to all who live, learn, work, play and invest in the community the library serves.

Scope

The Library is committed to the independence and integration of persons with disabilities and all who live, learn, work, play and invest in the community the library serves.

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 self-service kiosks, including OPACs, computer workstation, and self-check-out terminals, equipped with assistive technology / a range of accessibility features, when available and space and funds permitting
 - c) Arranging for the provision of access to accessible materials where they exist, if possible
 - d) Encouraging the inclusion and access of support persons accompanying people with disabilities
 - e) Waiving fees for support persons assisting clients and when fees are required providing advance notification
 - f) Permitting service animals to assist clients and provide alternative accommodation when an animal is disallowed under the law:
 - i) Service animals include those assisting the visually impaired
 - ii) Service animals also include those required to monitor other recognized medical conditions, and in such instances the CEO reserves the right to request a medical certificate attesting to the need of a service animal
 - iii) A notation to that effect will be made on the client's registration information card.
2. The Library will make every effort to communicate with clients in a manner that enables the use of services and programs by providing:
 - a) This policy in alternative formats upon request, if possible
 - b) Information on the provision of customer service for people with disabilities and accessible services and programs

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- c) Reasonable notification of all interruptions that especially relate to the provision of services and programs for people with disabilities
 - d) A process for receiving feedback about the manner in which the library provides services to persons with disabilities.
3. The Library will provide training on how to provide customer service to people with disabilities, and will keep a record of when the training was provided and the individuals who received the training. The training will be provided to:
- a) Those who participate in developing policies and procedures on the provision of service to the public
 - b) Every person who deals with the public on behalf of the library
 - c) Every person involved in the development and delivery of programs for children, youth and adults, where applicable
 - d) New staff or volunteers who deal with the public on behalf of the library, where applicable

Related Documents:

Accessibility for Ontarians with Disabilities Act, R.S.O. 2005. S.O. c.11

Accessibility Standards for Customer Service, Ontario Regulation 429/07

Policy Number OP-17 Meeting the Requirements of AODA Regulations (Not completed)