

<b>Policy Name:</b> <b>Accessible Customer Service</b>
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Developed By:	Linda Kent, CEO	Date:	8 Mar 2007
Revised By:	Jamie Anderson, CEO	Adoption Date:	8 Mar 2007
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**POLICY STATEMENT AND RATIONALE:**

The purpose of this policy is to provide a statement of philosophy and identify key objectives with respect to the Accessibility for Ontarians with Disabilities Act (AODA) 2005 and all related standards and regulations introduced under this legislation.

**SCOPE:**

The policy shall apply to all City of Kawartha Lakes Public Library Board members, staff and volunteers.

**DEFINITIONS:**

In reading and interpreting this policy, the following definitions shall apply:

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

“Accessible Formats” as defined by the AODA, may include, but are not limited to, large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.

“Assistive Devices” means any tool, technology or other mechanism that enables a person with a disability to do everyday tasks and activities such as moving, communicating or lifting (examples include walkers, magnifiers for reading, etc.)

“Barrier” means any policy, practice or procedure, or part of the built environment, which prevents someone with a disability from participating fully in Library programs or services because of a disability.

“Branch” means a Library Branch of the City of Kawartha Lakes Public Library.

“CEO” means the Chief Executive Officer of the City of Kawartha Lakes Public Library.

“City” means the Corporation of the City of Kawartha Lakes.

“Disability” as defined in the AODA 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, included 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;

“Library” means the City of Kawartha Lakes Public Library

“Reasonable Efforts” means providing the best possible service within the context of available resources, balancing the needs of people with disabilities with others who may encounter barriers with the community at large, the health and safety of Library staff and volunteers, the security of Library property and existing laws and contracts.

“Service Animal” as defined by Section 4(9) of the Accessibility Standards for Customer Service, O. Reg. 429/07, means an animal that is used by a person with a disability for reasons relating to the disability, where it is readily apparent that the animal is used by the person for reasons relating to the disability, or where the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability. Service animals may include a variety of animals used to assist with sight or hearing, to detect seizures, or to provide any other form of assistance necessary to a person with a disability. This also includes “guide dog”, as defined in the Blind Persons Rights’ Act R.P.O. 1990, Section 1.

“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.

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

## **POLICY, PROCEDURE AND IMPLEMENTATION:**

### **1.0 Statement of Commitment**

The City of Kawartha Lakes Public Library will be guided by the service values of equity and diversity in the treatment of individuals. The Library will make reasonable efforts to establish, implement and monitor policies, services and practices that balance the needs of persons with disabilities and others to support the accessibility standards of customer service, information and communication, employment and the built environment established under the Accessibility for Ontarians with Disability Act (AODA).

### **2.0 Responsibility**

2.1 The CEO of the City of Kawartha Lakes Public Library is responsible for the implementation of this policy.

### **3.0 Accessibility**

3.1 The City of Kawartha Lakes Public Library is committed to the independence and integration of persons with disabilities and all who live, learn, work, play and invest in our community. The Library will make every reasonable effort to ensure that its services and programs are accessible by:

- a) Providing materials in accessible formats, given an alternative format exists.
- b) Encouraging the use of personal assistive devices to access Library services and programs.
- c) Permitting service animals to assist clients in all branches.
- d) Encouraging the inclusion and access of any support person or persons who may accompany someone with disabilities.
- e) Waiving any fees for support persons who assist clients with disabilities.

## **4.0 Training**

- 4.1 Training will be provided to all library staff and volunteers who are involved in:
- a) The development of policies, practices and procedures as required in the Accessibility for Ontarians with Disabilities Act and Customer Service Standards.
  - b) The provision of customer service for people with disabilities and the Library's accessible services and programs.
  - c) Encouraging the inclusion and access of any support person or persons who may accompany someone with disabilities.
- 4.2 In order to meet the provisions set out in Regulation 429/07, the Library will maintain records of the Accessible Customer Service training received by its staff and volunteers.
- 4.3 The Library will ensure that Accessible Customer Service training is integrated into all new employee orientation programs.
- 4.4 The Library will develop an information piece for associated parties, such as one-time program providers, about the provision of the customer service for people with disabilities and the Library's accessible services and programs.

## **5.0 Communication**

- 5.1 The Library will make every effort to communicate with clients in a manner that enables the accessible use of services and programs by:
- a) Providing reasonable notification of all service interruptions that especially relate to the provision of services and programs for people with disabilities.
  - b) Providing and publicizing the Accessible Customer Service Policy and its associated procedures and, upon request, making them available in alternative formats.

- c) Ensuring that the Library's website and web content is compliant with the Web Content Accessibility guidelines (WCAG) 2.0, Level AA.

## **6.0 Public Feedback**

- 6.1 The Library will provide feedback, response, and tasking process that enables it to address issues raised about the integrations and accessibility of the Library programs and services.

### Related Documents:

Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c.11  
Accessibility Standards for Customer Service, O. Reg. 429/07  
Integrated Accessibility Standards, O. Reg. 191/11  
Human Rights Code, R.S.O. 1990, c. H.19  
City of Kawartha Lakes Accessibility Policy CP2018-006