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## Smiths Falls Public Library



Policy Type:	<b>Operational</b>	Policy Number:	<b>OP-04</b>
Policy Title:	<b>Accessible Customer Service</b>	Policy Approval Date:	<b>December 2012</b>
		Last Review Date:	<b>January 23, 2024</b>

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The Smiths Falls 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.

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 our services and programs
  - b) encouraging the inclusion and access of support persons accompanying people with disabilities
  - c) waiving fees for support persons assisting clients and when fees are required providing advance notification
  - d) permitting service animals to assist clients and provide alternative accommodation when an animal is disallowed under the law
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) reasonable notification of all interruptions that especially relate to the provision of services and program for people with disabilities
  - b) the Accessible Customer Service Standard Policy and, upon request, making it available in alternative formats
  - c) a feedback, response and tasking process that enables increased integration of users and accessibility of goods and services
  - d) information on the provision of customer service for people with disabilities and accessible services and programs

3. The Library provides training on how to provide customer service to people with disabilities, 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) new workers who deal with the public on behalf of the Library

The content of the training will include:

- a) A review of the purpose of the AODA;
- b) The requirements of the Accessibility Standards for Customer Service (Ontario Regulation 429/07);
- c) Instructions on Library policies, procedures and guidelines pertaining to the provision of Library services to users with disabilities;
- d) How to interact and communicate with users with various types of disabilities;
- e) What to do if a person with a particular type of disability is having difficulty accessing Library services;
- f) How to interact with persons with disabilities who use assistive devices or who require the assistance of a support person or service animal;
- g) Information about the equipment or devices available on Library premises that may help with the provision of Library services to persons with disabilities

#### **Related Documents:**

*Accessibility For Ontarians With Disabilities Act*, 2005. S.O. c.11  
*Accessibility Standards for Customer Service*, Ontario Regulation 429/07