

**TEMISKAMING SHORES PUBLIC LIBRARY  
PERSONNEL POLICY**

**SUBJECT: Accessible Customer Service**  
**APPROVAL DATE: December 17, 2009**  
**REVIEW DATE: May 16, 2018**  
**REVIEW DATE: 2<sup>nd</sup> Quarter 2022**

**POLICY NO: Per-25**  
**MOTION NO: 2009-38**  
**2018-24**

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**1. Our mission**

The mission of The Temiskaming Shores Public Library is to *provide access to timely information, opportunities for personal enrichment and lifelong learning, and to be adaptable to the changing needs of the community.*

**2. Our commitment**

In fulfilling our mission, The Temiskaming Shores Public Library strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

**3. Providing goods and services to people with disabilities**

The Temiskaming Shores Public Library is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

**3.1 Communication**

We will communicate with people with disabilities in ways that take into account their disability.

We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

**3.2 Telephone services**

We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.

We will offer to communicate with customers by email if telephone communication is not suitable to their communication needs or is not available.

**3.3 Assistive devices**

A person with a disability may provide their own assistive device for the purpose of obtaining, using and benefiting from the Library's goods and services. Exceptions may

occur in situations where the Library (i.e. CEO or designate, or other specified person) has determined that the assistive device may pose a risk to the health and safety of a person with a disability or the health and safety of others on the premises.

In these situations and others, the Library shall offer a person with a disability other reasonable measures to assist him or her in obtaining, using and benefiting from the Library's goods and services, where the Library has such other measures available.

It should be noted that it is the responsibility of the person with a disability to ensure that their assistive device is operated in a safe and controlled manner at all times.

### **3.4** *Written Notices*

We are committed to providing accessible written notices to all of our customers. For this reason, written notices will be provided in the following formats upon request: **large print, email.**

We will answer any questions customers may have about the content of the written notice in person, by telephone or email.

## **4. Use of service animals and support persons**

A person with a disability who is accompanied by a service animal may enter the parts of our premises that are open to the public and other third parties and may have access to that service animal while there. We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

If it is not readily apparent that the animal is a service animal, the Library may ask the person with a disability for a letter from a physician or nurse confirming that the person requires the animal for reasons relating to his or her disability. The Library may also, or instead, ask for a valid identification card signed by the Attorney General of Canada or a certificate of training from a recognized guide dog or service animal training school.

It should be noted that it is the responsibility of the person with a disability to ensure that their service animal is kept under control at all times.

Any person with a disability who is accompanied by a support person will be allowed to enter The Temiskaming Shores Public Library's premises with their support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to their support person while on our premises.

The Library may require a person with a disability to be accompanied by a support person while on Library premises in situations where it is necessary to protect the health or safety of the person with a disability or the health and safety of others on the premises.

## **5. Notice of temporary disruption**

The Temiskaming Shores Public Library will make every reasonable effort to provide notice to patrons in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. Information about the disruption, including information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if any, that may be available, will be posted at all public entrances and service counters on our premises. The Library will make all reasonable efforts to provide prior notice of planned disruption if possible, recognizing that in some circumstances such as in the situation of unplanned temporary disruption, advance notice will not be possible.

Where specific service users will be affected by the disruption, the Library will attempt to notify the users directly.

## **6. Training for staff**

The Temiskaming Shores Public Library will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approval of customer service policies, practices and procedures.

This training will be provided as soon as practicable upon an individual being assigned the applicable duties as well as on an ongoing basis as changes occur to the Library's policies, procedures and practices governing the provision of goods or services to persons with disabilities.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- How to use any equipment or devices available on the library's premises that may help with the provision of goods or services to people with disabilities
- What to do if a person with a disability is having difficulty in accessing The Temiskaming Shore Public Library's goods and services
- The Temiskaming Shore Public Library's policies, practices and procedures relating to the customer service standard.

## **7. Feedback process**

The Temiskaming Shores Public Library is committed to providing high quality goods and services to all members of the public it serves. Feedback from the public is welcomed as it may identify areas that require change and encourage continuous service improvements.

Feedback from a member of the public about the delivery of goods and services to persons with disabilities may be given by telephone, in person, in writing, in electronic format, online, on disk or through any other methods that addresses the needs of the person providing feedback.

Feedback may be received by any person who deals with members of the public or other third parties on behalf of the Library, whether the person does so as an employee, agent, volunteer or otherwise and any person who participates in developing the Library's policies, practices and procedures governing the provision of goods or services to members of the public or other third parties. The feedback form shall be forwarded to the Library CEO's office for reporting purposes. A copy will then be provided to the Supervisor/Manager responsible for where the event took place for review and follow-up.

If the Patron chose to supply their contact information, a response to the feedback shall be provided by the Supervisor/Manager responsible for where the event took place within 30 days of receipt of the feedback by the Library.

Complaints will be addressed according to complaint procedures already established in Library's policies and procedures.

*Please see the sample Customer Satisfaction Feedback Form attached to this Policy*

#### **8. Modifications to this or other policies**

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.

Any policy of The Temiskaming Shores Public Library that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

(May 16, 2018)