



Pelham Public Library Accessible Customer Service Standard Policy

Scope: parameters for providing accessible customer service for persons with disabilities

Approval Date: November 11, 2009

Replaces: n/a

Revision Date: n/a

The Pelham 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. General principles of customer service include:

- Public Library goods and services will be provided in a manner that respects the dignity and independence of persons with disabilities;
- Library staff, Board and volunteers will listen to, be courteous and treat all citizens with dignity and respect at all times;
- The Public Library will take the initiative to understand the needs of each individual in order to provide effective and efficient service to all;
- The provision of good and services to persons with disabilities will be integrated within existing methods wherever possible unless an alternate measure is necessary, whether temporarily or permanently, to aid a person with disability to obtain, use or benefit from the goods and services;
- The Public Library will provide people with disabilities with equal service. If this is not possible, the staff will provide choices and options regarding the service(s), and provide and will work with customers to find acceptable and workable alternatives.
- The Public Library will take the initiative to identify and prevent problem situations wherever possible and propose/provide workable alternatives.

Specifically:

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 users and when fees are required providing advance notification. Fees are required when the support person intends to attend/ participate in the program.
 - d) permitting service animals to assist users and provide alternative accommodation when an animal is disallowed under the law
2. The library will make every effort to communicate with users 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 cyclical annual facility/services evaluation process based on the JAAC Report list that enables increased integration of users and accessibility to goods and services
 - d) information on the provision of customer services for people with disabilities and accessible services and programs, such as Books on Wheels, alternative formats to print or personal assistance in the books stacks.
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

Related Documents:

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