



BRACEBRIDGE PUBLIC LIBRARY POLICIES AND PROCEDURES

CATEGORY: Facilities Use #3

POLICY REPLACING: Accessible
Customer Service October 9/12

SUBJECT: Accessible Customer Service

BOARD APPROVAL DATE: February 14, 2017

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RATIONALE:

The purpose of this Accessible Customer Service Policy is to fulfill the requirements set out in Ontario Regulation 429/07 of the Accessibility for Ontarians with Disabilities Act, 2005 and to establish a policy for the Bracebridge Public Library governing the provision of its goods and services to persons with disabilities.

BACKGROUND INFORMATION:

The *Accessibility for Ontarians with Disabilities Act, 2005* is a Provincial Act with the purpose of developing, implementing and enforcing Accessibility Standards in order to achieve accessibility for persons with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises.

Under the AODA, Ontario Regulation 429/07 entitled "Accessibility Standards for Customer Service" came into force on January 1, 2008. The regulation establishes Accessibility Standards specific to customer service for public sector organizations and other persons or organizations that provide goods and services to members of the public or other third parties.

This Policy is drafted in accordance with the Accessibility Standards for Customer Service (Ontario Regulation 429/07) and addresses the following:

- The provision of goods and services to persons with disabilities,
- The use of assistive devices by persons with disabilities,
- The use of service animals by persons with disabilities,
- The use of support persons by persons with disabilities,
- Notice of temporary disruptions in services and facilities training,
- Customer service feedback regarding the provision of goods and services to persons with disabilities, and
- Notice of availability and format of documents.

POLICY STATEMENT:

The Bracebridge Public Library is committed to providing quality library services that are accessible to all persons who wish to obtain and use library services.

APPLICATION:

This Policy applies to all persons who deal with members of the public or other third parties on behalf of the Bracebridge Public Library, whether the person does so as an employee, member of the Library Board, agent, volunteer, student on placement or otherwise engaged in the provision of library service to the public.



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DEFINITIONS:

The following definitions shall apply to this policy:

Services – What the library does for, or offers to the public in an effort to meet a defined set of community needs.

Assistive Device - A device used to assist persons with disabilities in carrying out activities or in accessing the services of persons or organizations covered by the Customer Service Standard.

Disability - As per the Ontario Human Rights Code, Disability 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, includes 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 Plan established as the Workplace Safety and Insurance Act, 1997.

Guide Dog - As per Section 1 of the Blind Persons' Rights Act, Guide Dog means a dog trained as a guide for a blind person and having qualifications prescribed by the regulations in the Act.

Service Animal - Any animal 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 his or her disability.

Support Person - Any person who accompanies and supports another person with a disability in order to assist with communication, mobility, personal care or medical needs including access to goods or services.



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GENERAL PRINCIPLES:

The Provision of Goods & Services to Persons with Disabilities

The Bracebridge Public Library will use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

- The Library's goods and services are provided in a manner that respects the dignity and independence of persons with disabilities.
- The provision of the Library's goods and services to persons with disabilities are integrated with those provided to persons who do not have a disability unless an alternative measure is necessary to enable a person with a disability to obtain, use or benefit from the Library's Good and Services.
- Persons with disabilities are given an opportunity equal to that of persons without disabilities to obtain, use or benefit from the Library's goods and services.

Accessible formats and communication supports

Except as otherwise provided, the Library shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities,

(a) in a timely manner, in consultation with the person making the request with respect to their accessibility needs due to disability; and

(b) at a cost that is no more than the regular cost charged to other persons.

The Library shall make information about the availability of accessible materials publicly available and shall provide the information in accessible format or with appropriate communication supports, upon request.

The Library may provide or source accessible formats for archival materials, special collections, rare books and donations where available.

Emergency procedure, plans or public safety information

In addition to its obligations under section 12 (O. Reg. 191/11: INTEGRATED ACCESSIBILITY STANDARDS under Accessibility for Ontarians with Disabilities Act, S.O. 2005, c. 11), the Library's emergency procedures, plans or public safety information will be made available to the public. The Library shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.



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Notice of Temporary Disruptions in Services and Facilities

The Library will make reasonable effort to provide notice of temporary disruptions in Library services and the facility to the public, including information about the reason for the interruption, its anticipated duration of interruption and a description of alternative services that may be available. If possible, the Library will make reasonable effort to provide prior notice of a planned interruption. In the event of an unplanned interruption, advance notice is not possible and in such cases the Library will provide notice as soon as possible.

When temporary interruptions occur to the Library's services or facility, the Library will provide notice as soon as possible by posting the information in visible places or on the Library's website at (www.bracebridgelibrary.ca) or by any other method that may be reasonable under the circumstances.

Assistive Devices and Measures that Assist with Accessibility

Persons with a disability may provide his/her own assistive device for the purpose of obtaining, using or benefiting from the Library's goods and services. Any electronic device requiring connection to the Library's network requires prior approval.

Exception may occur in situations where the Library has determined that the assistive device may pose a risk to the health and safety of persons on the premises. In these situations and others, the Library may offer a person with a disability other reasonable alternatives to assist 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.

Guide Dogs and Service Animals

Persons with a disability may enter the Library accompanied by a guide dog or service animal and keep the guide dog or service animal with them if the public has access to such premises. The Library will ensure that alternative means are available to enable the person with a disability to obtain, use or benefit from the Library's goods and services if a service animal is excluded.

If it is not readily apparent that the animal is a service animal, Library staff may ask the person for confirmation of the animal's status. The person may be asked to provide a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability. (Regulation 429/07 of Accessibility for Ontarians with Disabilities Act)

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



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Support Persons

A person with a disability may enter the Library with a support person and have access to the support person while on the premises.

The Library may require a person with a disability to be accompanied by a support person while at the Library 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.

A support person will be permitted to attend at no charge where an admission fee is applicable when assisting a person with a disability to use, obtain or benefit from the Library's goods and services.

Feedback

The Bracebridge 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 modification. The Library encourages 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 or through other methods.

Information with respect to the Feedback process will be readily available to the public and notice of the process will be posted on the Library's website or in other appropriate locations.

Training

The Library will ensure that all persons to whom this policy applies receive training as required by the Accessibility Standards for Customer Services. The depth and format of the Training given will be based on the requirement for interaction with the public and involvement in the development of policies, procedures and practices pertaining to the provision of goods and services.

The training will include a review of:

- the purposes of the Accessibility for Ontarians with Disabilities Act, 2005,
- the requirements of the Accessibility Standard for Customer Services (Ontario Regulation 429/07),
- how to interact and communicate with persons with various types of disabilities,
- how to accommodate a person with a particular type of disability who is having difficulty accessing the Library's goods and services,



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- how to interact with persons with disabilities who use assistive devices or who require the assistance of a support person, guide dog or service animal, and
- how to provide instruction for the use of equipment or devices available on the Library's premises that may assist with the provision of goods or services to persons with disabilities.

Timeline for Training

Training will be provided as soon as practicable for all persons to whom this policy applies as well as on an ongoing basis as changes occur related to the provision of goods or services to persons with disabilities at the Library.

Records of Training

The Library will keep records outlining training, including the date on which training is provided and the number of those trained. The record for training administration purposes of the names of persons trained will be subject to (MFIPPA) *Municipal Freedom of Information and Protection of Privacy Act*.

All documents required by the *Accessibility Standards for Customer Service*, including the Library's Accessible Customer Service Policy, procedures and practices, notices of temporary interruptions, training records and written feedback process are available upon request, subject to (MFIPPA) *Municipal Freedom of Information and Protection of Privacy Act*.

Notice of the Availability of Documents

Notice of the availability of all documents required by the Accessibility Standard for Customer Service will be posted on the Library's website.

POLICY REVIEW:

This policy shall be reviewed by the Bracebridge Public Library on notification of new regulations or legislated amendments in accordance with the *Accessibility for Ontarians with Disabilities Act, 2005*.

RELATED DOCUMENTATION:

Town of Bracebridge Accessible Customer Service Policy

Accessibility for Ontarians with Disabilities Act, 2005.

Regulation 429/07 of Accessibility for Ontarians with Disabilities Act

Regulation 191/11 of Accessibility for Ontarians with Disabilities Act: INTEGRATED
ACCESSIBILITY STANDARDS

Municipal Freedom of Information and Protection of Privacy Act