

Deseronto Public Library

Policy type: Operational Policy Number: OP 03

Policy Title: Accessible Customer Service

Policy Approval: April 29, 2013



The Deseronto 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) providing self-service kiosks, including OPACs, computer workstation that are equipped with assistive technology / a range of accessibility features
 - c) arranging for the provision of access to accessible materials where they exist
 - d) encouraging the inclusion and access of support persons accompanying people with disabilities
 - e) waiving fees for support persons assisting users and when fees are required providing advance notification
 - f) 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) this policy in alternative formats upon request
 - b) information on the provision of customer service for people with disabilities and accessible services and programs
 - c) reasonable notification of all interruptions that especially relate to the provision of services and program for people with disabilities
 - d) a process for receiving feedback about the manner in which the library provides services to persons with disabilities

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) every person involved in the development and delivery of programs for children, youth and adults
 - d) new workers who deal with the public on behalf of the library

4. Use the Town of Deseronto Accessible Customer Service Policy

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Related Documents:

Accessibility for Ontarians with Disabilities Act, 2005. S.O. c.11

Accessibility Standards for Customer Service, Ontario Regulation 429/07

Town of Deseronto ACCESSIBLE CUSTOMER SERVICE POLICY



ACCESSIBLE CUSTOMER SERVICE POLICY **Providing Goods and Services to People with Disabilities**

Our Commitment

The Corporation of the Town of Deseronto strives at all times to provide its goods and services in a way that respects the dignity and independence of all people. The Town of Deseronto is also committed to providing 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.

Providing Goods and Services to People with Disabilities

The Town of Deseronto will provide goods and services to people with disabilities, with particular consideration in the following areas:

Communication

The Town of Deseronto will communicate with people with disabilities in ways that take into account their disability. Staffs who communicate with customers will be trained on how to interact and communicate with people with various types of disabilities.

The Town of Deseronto is committed to providing fully accessible telephone service to our customers. Staff will communicate with customers over the telephone in a clear and plain language, to speak clearly and slowly and to tailor their responses as much as possible in support of the individual.

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The Town of Deseronto will offer to communicate with customers by other means, including relay service or email, if telephone communication is not suitable to their communication needs or is not available.

Any request to have a document in an alternate format will be provided to the party requesting the document as soon as possible (not to exceed 10 business days).

Assistive Devices

The Town of Deseronto is committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. Staff will be trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services. The Town of Deseronto will also ensure that staff knows how to use assistive devices which are available on our premises, including electronic door openers and elevators.

Billing

The Town of Deseronto is committed to providing accessible invoices to all our customers. For this reason, invoices will be provided in large print or by email, upon request. Any questions customers may have about the content on the invoice will be answered in person, by telephone or e-mail.

Use of Service Animals and Support Persons

The Town of Deseronto is committed to welcoming people with disabilities who are accompanied by a service animal, in the areas our premises that are open to the public and other third parties. All Staff, volunteers and others dealing with the public will be properly trained in how to interact with people with disabilities who are accompanied by a service animal.

The Town of Deseronto is committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter the Town of Deseronto buildings with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on Town premises.

Notice of Temporary Disruption

The Town of Deseronto will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. The notice will be placed at all public entrances and service counters on our premises.

Training

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The Town of Deseronto will provide training to all employees, volunteers and other who deal with the public or third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures. Members of Town Council, as well as all staff of the Town of Deseronto will receive this training.

The accessible customer service training will be provided during orientation, in a timely manner after staff commences their duties.

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 as assistive device or require the assistance of a service animal or a support person
- How to use automatic doors and elevators available on the Town of Deseronto premises
- What to do if a person with a disability is having difficulty in accessing the Town of Deseronto goods and services
- The Town of Deseronto policies, practices and procedures relating to the customer service standard.

Staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained on an on-going basis when changes are made to these policies, practice and procedures.

Feedback Process

The ultimate goal of the Town of Deseronto is to meet and surpass customer expectations while serving all people, including those with disabilities. Comments regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way the Town of Deseronto provides goods and services to people with disabilities using a feedback form, by e-mail, mail or verbally. All feedback should be directed to the Clerk. Customers can expect a response within thirty (30) calendar days.

Modifications to this or Other Policies

The Town of Deseronto is committed to developing customer service policies that respect and promote 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 Town of Deseronto that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Questions about this Policy

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This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of this policy is not understood, inquiries should be referred to the Clerk of the Town of Deseronto.