



Bibliothèque publique de
Clarence-Rockland
Public Library

Policy Type: **Operational**
Policy Title: **Accessible Client Service**
Policy Number: **OP- 03**

Policy Approval: 2014-10-25
Policy Revision: 2019-06-18
Policy Review: 2021-06-18

The Clarence-Rockland 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 and computer workstations, 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; and
 - 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; and
 - d) a process for receiving feedback about the manner in which the Library provides services to persons with disabilities.

3. The Library will provide training, on how to provide client service to people with disabilities and will keep a record of when the training was provided and the individuals who received the training. The training will be provided 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; and
- d) 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

Clarence-Rockland Public Library **OP 15 - Meeting the Requirements of the AODA Regulations**

 Note:

Section 14(1) of the **AODA** requires obligated organizations to submit reports regarding their compliance with the **AODA** standards. If the Library is deemed by the municipality to be providing a service on its behalf the Library would be included with the municipality for the purposes of reporting. All organizations that are designated as being part of the broader public sector are required to submit reports every two years as of 2013. If the Library is not considered to be part of municipal services, and has fewer than 20 employees, the Library is exempt from reporting. This is set out in **Ontario Regulation 430/07 Exemption from Report Requirement** http://www.e-laws.gov.on.ca/html/regs/english/elaws_regs_070430_e.htm

Eng