

**Lincoln Public Library Board
POLICY MANUAL**

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SOURCE:	Lincoln Public Library Policy Manual	
DATE:	November 2009	REVISED: May 2016

Purpose

This policy addresses accessibility requirements of *Regulation 429/07 Accessibility Standards for Customer Service* under the *Accessibility for Ontarians with Disabilities Act, 2005*.

Policy Statement

The Lincoln 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.

Definitions

Assistive Device is a technical aid, communication device, or medical aid modified or customized, that is used to increase, maintain, or improve the functional abilities of people with disabilities.

Barrier, as defined by the *Accessibility for Ontarians with Disabilities Act, 2005*, means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

**Disability, as defined by the *Accessibility for Ontarians with Disabilities Act, 2005* and the *Ontario Human Rights Code*, is:
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 impairment, deafness or hearing impairment, muteness or speech impairment, or physical reliance on a guide dog or other animal or on a wheelchair or other appliance or device, a condition of mental**

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impairment or a developmental disability, a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language, a mental disorder, or an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

Service Animal, as defined in *Ontario Regulation 429/07*. An animal is a service animal for a person with a disability if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Support Person, as defined in *Ontario Regulation 429/07*. A support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods or services.

Policy Steps

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 program fees for support persons assisting clients and when fees are required providing advance notification
 - d) permitting service animals to assist clients and provide alternative accommodation when an animal is disallowed under the law
2. The Library will make every effort to communicate with clients in a manner that enables the use of services and programs by providing:

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- 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 tasking process that enables increased integration of users and accessibility of goods and services
 - d) information on the provision of customer service for people with disabilities and accessible services and programs
3. The Library provides training upon recruitment and every three years 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 including Board members
 - c) new workers who deal with the public on behalf of the Library

Related Documents:

Accessibility For Ontarians With Disabilities Act (AODA), 2005. S.O. c.11
Accessibility Standards for Customer Service, Ontario Regulation 429/07
Ontario Human Rights Code