

015 Customer Service Policy on Accessibility *(Approved January 19, 2010)*

The King Township Public Library Board is committed to supporting the independence and inclusion of persons with disabilities and all who live, learn, work, play and invest in our community.

015.1 The Library will make every reasonable effort to ensure that services and programmes are accessible by:

- a) Encouraging the use of personal assistive devices to access our services and programmes.
- b) Encouraging the inclusion and access of support persons accompanying people with disabilities.
- c) Waiving fees for support persons assisting customers having a disability.
- d) Permitting service animals access to Library buildings and programmes to assist customers.

015.2 The Library will make every effort to communicate with Library customers in a manner that enables the use of services and programmes by providing:

- a) Reasonable notification of all interruptions that especially relate to the provision of services and programmes. To that end, we ask that Library customers contact the Library prior to their visit to confirm service and programme availability, especially during inclement weather.
- b) Information in alternative formats.
- c) A customer satisfaction survey that will serve to inform us on how we can better meet the needs of all patrons with a promise to provide feedback to any concern or compliment within a reasonable period of time.
- d) Information on the provision of customer service for people with disabilities and accessible services and programmes.

015.3 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.

015.4 The Library requires persons or organizations that use Library facilities to follow its policies.

Related Documents:

- a) Accessibility For Ontarians With Disabilities Act, 2005. S.O. c.11
- b) Accessibility Standards for Customer Service, Ontario Regulation 429/07