

**Category:** Legal  
**Policy Number:** 5-7  
**Policy Name:** Accessible Customer Service Plan

**Purpose:**

Waterloo Public Library is committed to excellence in serving all customers including people with disabilities.

**Assistive devices:**

The Library will ensure that our staff are trained and familiar with various assistive devices we have on site.

**Communication:**

The Library will communicate with people with disabilities in ways that take into account their disability.

**Service Animals:**

The Library will welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public. If the Library cannot easily identify that the animal is a service animal, we may ask the person to provide documentation from a regulated professional. The documentation must confirm that the person needs the service animal for reasons relating to their disability.

**Support Persons:**

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. Fees will not be charged for support persons. In certain cases, the Library might require a person with a disability to be accompanied by a support person for health or safety reasons.

Before making a decision, the Library will:

- Consult with the person with a disability to understand their needs
- Consider health or safety reasons based on available evidence
- Determine if there is no other reasonable way to protect the health or safety of the person or others on the premises

**Notice of Temporary Disruption:**

In the event of a planned or unexpected disruption to programs, services or facilities for customers with disabilities, the Library will notify customers promptly using various methods, including posted notices. When posting notices, information will include the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available. Notices will be placed at all entrance points and on our website.

**Training:**

The Library will provide training to all employees, volunteers and others who work with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services.

**Policy 5-7 – Accessible Customer Service Plan**

This training will be provided to staff as soon as practicable, within the first three months.

**Training will include:**

- An overview of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the customer service standard
- The Library’s plan related to 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 an assistive device or require the assistance of a service animal or a support person
- What to do if a person with a disability is having difficulty in accessing the Library’s goods and services
- Staff will also be trained when changes are made to the accessible customer service plan

**Feedback Process:**

Customers who wish to provide feedback on the way the Library provides goods and services to people with disabilities can do so in a variety of formats (e-mail, verbally, suggestion box, and feedback card).

All feedback, including complaints, will be acknowledged and dealt with by the CEO or designate. Customers can expect to hear back in five business days. Feedback will be provided in an accessible format, upon request.

**Notice of Availability:**

The Library will notify the public that our policies are available upon request by posting them on our website.

Any policy of the Library that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

**Document Record:**

September 2013	Initial Release
July 2015	Reviewed
July 2016	Reviewed
June 2019	Reviewed