

**GREENSTONE PUBLIC LIBRARY BOARD
ACCESSIBILITY POLICY**

SUBJECT: Customer Service

POLICY NO: ACC-1

APPROVAL DATE: September 15/10

BOARD MOTION: 10-40

The purpose of this policy is to establish procedures and practices that will facilitate the implementation of the Accessibility for Ontarians with Disabilities Act 2005 (AODA) and Ontario Regulations 429/07, Accessibility Standards for Customer Service. Nothing in this policy diminishes in any way the legal obligations of the Greenstone Public Library with respect to persons with disabilities that are imposed under any other Act or otherwise imposed by law.

1. Policy

Goods and services provided by the Greenstone Public Library shall be accessible to persons with disabilities in a manner consistent with the principles of independence, dignity, integration and equal opportunity as set out in the Accessibility Standards for Customer Service.

2. Guide Dogs and Service Animals

A person with a disability who is accompanied by a guide dog or other service animal shall be permitted to enter the premises with the animal and keep the animal with him/her.

3. Support Person

A person with a disability who is accompanied by a support person shall be permitted to enter the premises together and not be prevented from having access to each other while accessing goods or services on the premises. Where fees for goods or services are applicable, Greenstone Public Library will waive the amount payable by the support person.

4. Disruption of Services

Notice of a disruption of services provided by the Greenstone Public Library that are used by persons with a disability shall be communicated to the public. The notice will include the reason for the disruption and the anticipated duration of the disruption. This information will be posted in a conspicuous place on the premises or by other methods considered reasonable. If a disruption is expected, a reasonable amount of advance notice will be given. If a disruption is unexpected, notice will be provided as soon as possible.

5. Assistive Devices

A person with a disability who requires assistive devices to access the goods and services of the Greenstone Public Library shall be allowed to use such devices while accessing goods and services on the premises.

6. Training

Training on the provision of goods and services to persons with disabilities shall be provided to all employees, volunteers and others who deal with the public of the Greenstone Public Library.

The basic training will include:

- a review of the purposes of the AODA and the requirements of the customer service standard
- how to interact and communicate with persons with various types of disabilities
- how to interact with persons with disabilities who use assistive devices or require the assistance of a guide dog, other service animal or support person
- what to do if a person with a particular disability is having difficulty accessing our goods or services

7. Feedback

The public can provide feedback on the accessibility of goods and services at the Greenstone Public Library by:

- submitting a compliment or complaint either verbally or in writing to any employee or volunteer
- submitting a compliment or complaint via the comment box on the Library website at www.olsn.ca/greenstone
- sending a letter addressed to the Chief Executive Officer, P.O. Box 40, Geraldton, ON P0T 1M0
- contacting the Chief Executive Officer in person, by phone at 807-854-2421 or by email at greenstonepl@hotmail.com