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| Owen Sound & North Grey Union Public Library Policy | Policy # L 27 |
| SUBJECT: Accessibility Standards for Customer Service | Policy Approval Date: November 28, 2013 Reviewed: Sept 24, 2015 June 2019 February 15, 2024 Next Review Date: February 2028 |
| BOARD AUTHORITY OR STAFF APPROVED: Library Board Resolution: 96-13, 84-15, 72-19 Library Board Resolution: 10-24 | Page # 1 of 6 |

ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE

BACKGROUND:

The City of Owen Sound, Accessible Customer Service Standards Policy (CrS-HR62), upon which the Library policy is based and has operated under, was approved by Council September 14, 2009 in accordance with the Accessibility Standards for Customer Service (Ontario Regulation 429/07).

PURPOSE:

Under the Accessibility for Ontarians with Disabilities Act, 2005, which came into force January 1, 2008, all municipalities shall meet the requirements of accessibility standards established by regulation. It is the purpose of this policy to establish Accessibility Standards for Customer Service for the Owen Sound & North Grey Union Public Library in accordance with Ontario Regulation O. Reg. 429/07, and is consistent with the City of Owen Sound Accessible Customer Service Standards Policy.

The accessibility standards for customer service apply to the designated public sector organizations on and after January 1, 2010 and to other providers of goods or services on and after January 1, 2012.

This policy applies to all employees of the Owen Sound & North Grey Union Public Library, board members, agents, volunteers and contracted service providers of goods or services for the Owen Sound & North Grey Union Public Library.

DEFINITIONS:

“AODA” means the Accessibility for Ontarians for Disabilities, 2005.

“Assistive Device” means a device used to assist persons with disabilities in carrying out activities or in accessing Library services

“Disability or Disabilities” means 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, including diabetes mellitus,

epilepsy, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impairment, deafness or hearing impairment, muteness or speech impairment, or physical reliance on a guide or service dog or on a wheelchair or other remedial appliance or device,

- an intellectual development 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.

“Guide Dog” means a guide dog as defined in Section 1 of the Blind Persons’ Rights Act is a dog trained as a guide for a blind person and having qualifications prescribed by the regulations under the blind Persons’ Rights Act.

“Library Premises” means premises owned and operated, or operated by the Owen Sound & North Grey Union Public Library.

“Library Services” means what the Library does for, or offers to, the public in an effort to meet a defined set of community needs.

“Owen Sound & North Grey Union Public Library and/or the Library” - In certain circumstances, inclusive wording is used for the term “Owen Sound & North Grey Union Public Library” and/or “the Library” and shall include persons, board members, employees, agents or service providers of goods or services for the Owen Sound & North Grey Union Public Library.

“Persons who Provide Library Services” means employees, volunteers, Board member, student placement or person or otherwise engaged in the provision of Library services to our customers, and third parties who deal with customers on the Library’s behalf such as those providing program services.

“Service Animal” means any animal used by a person with a disability for reasons related to the disability where it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or where the person provides a letter from a physician or nurse confirming that he or she requires the animal for reasons relating to his or her disability; or a valid identification card signed by the Attorney General of Canada or a certificate of training from a recognized guide dog or service animal training school.

“Support Person” means a person who accompanies a person with a disability in order to assist him or her with communication, mobility, personal care, or medical needs or with access to Library services.

POLICY STATEMENT:

It is the policy of the Owen Sound & North Grey Union Public Library that the Library is committed to providing quality Library services that are accessible to all persons who wish to obtain and use Library services.

POLICY:**1. Establishment of Policies and Procedures**

- 1.1 The Owen Sound & North Grey Union Public Library shall establish policies, procedures and practices governing the provision of library services to persons with disabilities.
- 1.2 The Owen Sound & North Grey Union Public Library shall use reasonable efforts to ensure that its policies, procedures and practices are consistent with the following principles:
 - 1.2.1 The library services provided shall be in a manner that respects the dignity and independence of persons with disabilities.
 - 1.2.2 The provision of library services to persons with disabilities and others shall be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the library services.
 - 1.2.3 Persons with disabilities shall be given an opportunity equal to that given to others to obtain, use and benefit from the library services.
- 1.3 When communicating with a person with a disability, a provider shall do so in a manner that takes into account the person's disability.

2. Use of Service Animals

- 2.1 If a person with a disability is accompanied by a guide dog or other services animal, the Owen Sound & North Grey Union Public Library shall ensure that the person is permitted to enter the premises with the animal and to keep the animal with him or her unless otherwise excluded by law. If a service animal is excluded by law, the Library will ensure that alternate means are available to enable the person with a disability to obtain, use or benefit from library services.
- 2.2 For the purpose of this section, an animal, under the control of its owner, is a service animal for a person with a disability if, any one of the following are met:
 - 2.2.1 It is readily apparent that the animal is used by the person for reasons relating to his or her disability.
 - 2.2.2 If it is not readily apparent that the animal is used by the person for reasons relating to his or her disability, upon request from library staff the person provides valid confirmation of identification as outlined above in definitions under "Service Animal".

3. Use of Support Persons

- 3.1 If a person with a disability is accompanied by a support person, the Owen Sound & North Grey Union Public Library shall ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises.
- 3.2 The Owen Sound & North Grey Union Public Library may require a person with a disability to be accompanied by a support person when on the premises, but only if a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises.
- 3.3 If an amount is payable by a person for admission to the premises or in connection with a person's presence at the premises, the Owen Sound & North Grey Union Public Library shall ensure that information is available about the amount, if any, payable in respect of the support person.

4. Notice of Temporary Disruptions in the Delivery of Goods or Services

- 4.1 The Owen Sound & North Grey Union Public Library will make every reasonable effort to provide notice of planned or unplanned disruption of library services.
- 4.2 Notice of the disruption shall include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available.
- 4.3 Notice may be given by posting the information at a conspicuous place on the Library premises, by posting it on the Owen Sound & North Grey Union Public Library website or by such other method as is reasonable in the circumstances.

5. Assistive Devices and other Measures that Assist with Accessibility

- 5.1 A person with a disability may provide their own assistive device for the purpose of obtaining or using Library services. Exceptions may occur in situations where the Owen Sound & North Grey Union Public Library has determined that the assistive device may pose a risk to the health and safety of the person with a disability or to the health and safety of others on Library premises. In these situations, the Library may offer a person with a disability other reasonable measures to assist him or her in obtaining and using library services, where the Library has such other measures available.
- 5.2 It is the responsibility of the person with a disability to ensure that his or her assistive device is operated in a safe and controlled manner at all times.

5.3 The Library provides additional services to assist with accessibility including but not limited to large print books, books on CD, daisy books, eBooks and eAudiobooks, individual magnifying sheets, reading glasses, accessible public access workstation and a Merlin LCD magnifier.

6. Training of Staff

6.1 The Owen Sound & North Grey Union Public Library shall ensure that the following persons receive training about the provision of Library services to persons with disabilities:

6.1.1 Every person who deals with members of the public or other third parties on behalf of the Owen Sound & North Grey Union Public Library, whether the person does so as an employee, board member, agent, volunteer or otherwise.

6.1.2 Every person who participates in developing the Owen Sound & North Grey Union Public Library's policies, practices and procedures governing the provision of library services to members of the public or other third parties.

6.2 The training shall include a review of the purposes of the Act and the requirements of this Regulation and instructions about the following matters:

6.2.1 How to interact and communicate with persons with various types of disabilities.

6.2.2 How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person.

6.2.3 How to use equipment or devices available on the Owen Sound & North Grey Union Public Library's premises or otherwise provided by the Library that may help with the provision of library services to a person with a disability.

6.2.4 What to do if a person with a particular type of disability is having difficulty accessing the Owen Sound & North Grey Union Public Library's services.

6.3 The training shall be provided to each person as soon as practicable after he or she is assigned the applicable duties through the City of Owen Sound's Human Resources Department or the Library as appropriate.

6.3.1 A record of training (participant, date, and type of training) shall be kept on file by the City of Owen Sound's Human Resources Department or the Library as appropriate.

6.4 Training shall also be provided on an ongoing basis in connection with changes to the policies, practices and procedures governing the provision of library services to persons with disabilities.

7. Feedback Process for Owen Sound & North Grey Union Public Library

- 7.1 The Owen Sound & North Grey Union Public Library shall establish a process for receiving and responding to feedback about the manner in which it provides library services to persons with disabilities and shall make information about the process readily available to the public.
- 7.2 The feedback process shall allow persons to provide their feedback in person, by telephone, in writing, or by delivering an electronic text by email or otherwise.
- 7.3 The feedback process shall specify the actions that the Owen Sound & North Grey Union Public Library is required to take if a complaint is received under Section 7.1.

8. Notice of Availability of Documents

- 8.1 The Owen Sound & North Grey Union Public Library shall notify persons to whom it provides library services that the documents required by this Regulation are available upon request.
- 8.2 The notice may be given by posting the information at a conspicuous place on the Library premises, by posting it on the Library's website, or by such other method as is reasonable in the circumstances.

9. Format of Documents

- 9.1 If the Owen Sound & North Grey Union Public Library is required by the Regulation to provide a copy of a document to a person with a disability, it shall provide the person the document, or the information contained in the document, in a format that takes into account the person's disability.
- 9.2 The Owen Sound & North Grey Union Public Library and the person with the disability may agree upon the format to be used for the document or information.

10. Practices

- 10.1 Practices respecting the delivery of library services to persons with disabilities shall adhere to the principals of dignity, independence, integration and equal opportunity and shall be established, evaluated and revised as required.