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## **Customer Service Policy on Providing Resources and Services to People with Disabilities**

### **1. Our mission**

The mission of Oshawa Public Libraries is to enrich the lives and potential of the people of Oshawa by connecting them to the world of information and each other.

### **2. Our commitment**

In fulfilling our mission, Oshawa Public Libraries strives at all times to provide its resources and services in a way that respects the dignity and independence of people with disabilities. We are committed to giving people with disabilities the same opportunity to access our resources and services, allowing them to benefit from the same services, in the same place and in a similar way as other customers.

### **3. Providing resources and services to people with disabilities**

Oshawa Public Libraries is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

#### **3.1 Communication**

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

We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

#### **3.2 Telephone services**

We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.

We will offer to communicate with customers by email if telephone communication is not suitable to their communication needs or is not available.

### **3.3 Assistive devices**

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our resources and services. We will ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our resources or services.

We will also ensure that staff know how to use the following assistive devices available at our McLaughlin Branch for customers: an adaptive computer station with a touch screen monitor, a big key keyboard and a trackball mouse; and a Closed Circuit Television (CCTV) that provides magnification of hard copy material.

### **3.4 Billing**

We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following formats upon request: large print and email.

We will answer any questions customers may have about the content of the invoice in person, by telephone or email.

### **3.5 Receipts**

We are committed to providing accessible receipts to all of our customers. For this reason, receipts will be provided in the following formats upon request: large print.

We will answer any questions customers may have about the content of the receipt in person, by telephone or email.

## **4. Use of service animals and support persons**

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

We are committed to welcoming people with disabilities who are accompanied by a service animal to our programmes, except where they are excluded by law. Where a programme involves the preparation, handling and/or storage of food, service animals will

not be permitted to enter the programme. We will provide a safe place for the service animal to wait, and we are committed to assisting the person with a disability who was accompanied by the service animal.

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter Oshawa Public Libraries' premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

Fees will not be charged for support persons for admission to Oshawa Public Libraries' programmes that occur on Oshawa Public Libraries' premises. Customers will be informed of this by a notice that will be posted in Oshawa Public Libraries' premises and our website and bi-monthly newsletter.

We are committed to protecting the health and safety of all who enter our premises. We require a support person to accompany any person with a disability where there is significant risk to the health and safety of the person with a disability or others, based on the individual's behavior.

## **5. Notice of temporary disruption**

Oshawa Public Libraries will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

The notice will be placed at all public entrances and service counters on our premises.

## **6. Training for staff**

Oshawa Public Libraries will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approval of customer service policies, practices and procedures. Individuals in the following positions will be trained:

CEO	Managers	Associates	Friends of the
Board	Supervisors	Clerks	Library
Members	Librarians	Facilities Staff	Volunteers

This training will be provided within 1 month after staff commences their duties.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of 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
- How to use the adaptive computer station and Closed Circuit Television (CCTV)
- What to do if a person with a disability is having difficulty in accessing Oshawa Public Libraries' resources and services
- Oshawa Public Libraries' policies, practices and procedures relating to the customer service standard

Identified staff will be trained on policies, practices and procedures that affect the way resources and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures. Records will be kept of the training provided which will include the dates of the training provided and the names and number of staff members who received the training.

## **7. Feedback process**

The ultimate goal of the Oshawa Public Libraries is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well these expectations are being met are welcome and appreciated.

Feedback regarding the way Oshawa Public Libraries provides resources and services to people with disabilities can be made by filling in a Customer Comment/Suggestion form at any branch, email, over the phone or in person. All feedback will be directed to the Manager of Customer & Circulation Services, or designate. Customers who submit a complaint can expect to hear back within 7 business days.

## **8. Modifications to this or other policies**

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.

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

## **9. Questions about this policy**

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to the Manager of Customer & Circulation Services, or designate.