

Category:	Legal
Policy Number:	5-10
POLICY Name:	Accessible Customer Service Plan
Revision:	3.0

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

Assistive devices

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

Communication

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

Service animals

We 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 WPL cannot easily identify that the animal is a service animal, WPL 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, WPL might require a person with a disability to be accompanied by a support person for health or safety reasons. Before making a decision, WPL 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 services or facilities for customers with disabilities (children & adult programs), Waterloo Public Library will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available. The notice will be placed at all entrance points and on our website.

Training

Waterloo Public Library will provide training to employees, volunteers and others who deal 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.

- All staff and volunteers will be trained.
- 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.
- WPL'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 WPL's goods and services
- Staff will also be trained when changes are made to your accessible customer service plan.

Feedback process

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

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

Notice of availability

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

Modifications to this or other policies - Any policy of WPL that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Revision Level	Revision Date	Change
1.0	September 2013	Initial Release
2.0	July 27, 2015	Reviewed & Updated
3.0	July 13, 2016	Reviewed & Updated