



Burk's Falls, Armour & Ryerson Union Public Library

Box 620, 39 Copeland Street, Burk's Falls, Ontario P0A 1C0

Section: Accessibility for Ontarians with Disabilities

Title: Customer Service Standards

Policy number: G-1

Adoption date: May 2009

Last review/revision: October 2025

Policy

The Burk's Falls, Armour & Ryerson Union Public Library is committed to the independence and integration of persons with disabilities and all who live, learn, work and play and invest in our communities.

Procedure

1. General

The library will make every reasonable effort to ensure that services and programs are accessible by:

- a) Encouraging the use of personal assistive devices to access our services and programs
- b) Permitting service animals to assist users
- c) Encouraging the inclusion and access of support persons accompanying people with disabilities Waiving fees for support persons assisting patrons where participant fees are required, providing advance notification is given to the library.

2. Communication

The library will make every effort to communicate with users in a manner that enables the use of services and programs by:

- a) Providing reasonable notification of all interruptions that especially relate to the provision of services and program for people with disabilities
- b) Providing and publicizing the Accessible Customer Service Standards Policy and, upon request, making it available in alternative formats
- c) **Providing a feedback, response and tasking process** that enables increased integration of users and accessibility to goods and services

3. Training

Training will be provided to all library staff, volunteers and associated parties

- a) Involved specifically in the development of the policies, practices and procedures as required in the *Accessibility for Ontarians with Disabilities Act* Customer Service Standards

- b) In the provision of customer service for people with disabilities and the library's accessible services and programs
- c) Ensuring Accessible Customer Service Standards training is integrated into all new employee orientation
- d) Developing an information piece for associated parties on the provision of customer service for people with disabilities and the library's accessible services and programs.

References:

Accessibility for Ontarians with Disabilities Act, 2005. S.O. c.11
Accessibility Standards for Customer Service, Ontario Regulation 429/07