



Whitby Public Library

Accessible Customer Service Policy

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The Whitby Public Library is committed to the independence and integration of persons with disabilities and all who use the services, programs, and resources of the Library. The Library will meet or exceed the standards set by the **Accessibility for Ontarians with Disabilities Act, 2005 (AODA)**. All aspects of customer service will be delivered in accordance with the following key principles:

Dignity: Service is provided in a respectful manner consistent with the needs of the individual.

Independence: Services for persons with disabilities shall support their independence while respecting their right to safety and personal privacy.

Equity: Service outcome is the same for persons with disabilities as for persons without disabilities.

Integration: Services allow people with disabilities to fully benefit from the same services, in the same place, and in the same or similar way as other patrons.

Assistive Devices, Collections, and Staff Training

The Library encourages the use of personal assistive devices to access its services and programs and makes assistive mobility, vision, and hearing devices available for use in the Library. The Library provides access to collection materials in alternative formats, where they exist, and offers book selection and delivery to patrons who cannot visit the library in person due to long-term illness, disability, or age. All library staff are trained in accessible customer service and are available to help patrons who require assistance accessing library services.

Service Animals and Support Persons

The Library welcomes service animals and support persons accompanying people with disabilities to ensure access to our services and programs and will waive library program fees for such support persons. Service animals are permitted on library premises except where prohibited by law. If a service animal is disallowed in any area according to the law, alternate arrangements will be made.

Service animals are usually recognizable by their identification. If it is not readily apparent that the animal is being used by the patron for reasons relating to their disability, staff may request verification from the patron. Verification may include:

- A letter from a physician or nurse confirming that the person requires the animal for reasons related to the disability;
- 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.

The patron accompanied by a guide dog or service animal is responsible for always maintaining care and control of the animal.

Service Disruptions

The Library will provide reasonable notification of any service interruptions when possible, particularly those that relate to the provision of services and programs for people with disabilities.

Alternate Formats and Feedback

This policy will be available on the library website and at service desks. Alternate formats and communication supports will be made available upon request.

Feedback on accessible customer service can be made in person, by telephone, mail, fax, or email. The Library will respond in the format preferred by the patron requesting information.