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## Hastings Highlands Public Library

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**Area:** Operational  
**Policy Title:** Accessible Customer Service  
**Policy Number:** OP-03

**Initial Policy Approval Date:** November 25, 2013  
**Last Review:** September 24, 2021  
**Year of next review:** 2025

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The Hastings Highlands Public Library is committed to the independence and integration of persons with disabilities and all who live, learn, work, play, and invest in our community.

1. 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) encouraging the inclusion and access of support persons accompanying people with disabilities
  - c) waiving fees for support persons assisting users or, when fees are required, providing advance notification
  - d) permitting service animals to assist users or providing alternative accommodation when an animal is disallowed under the law. Other animals are only allowed in the Library during authorized programs. When animals are involved in programming, notification of the event will be made in several ways
2. The Library will make every effort to communicate with users in a manner that enables the use of services and programs by providing:
  - a) reasonable notification of all interruptions that especially relate to the provision of services and programs for people with disabilities
  - b) the Accessible Customer Service Standard Policy and, upon request, making it available in alternative formats
  - c) a feedback and response process that enables increased integration of users and accessibility to goods and services
  - d) information on customer service for people with disabilities and accessible services and programs
3. The Library provides training on how to provide customer service to people with disabilities, to:
  - a) those who participate in developing policies and procedures on the provision of service to the public
  - b) every person who deals with the public on behalf of the Library
  - c) new workers who deal with the public on behalf of the Library

**Related Documents:**

***Accessibility for Ontarians with Disabilities Act***, 2005. S.O. c.11

***Accessibility Standards for Customer Service***, Ontario Regulation 429/07