

# ***PERTH EAST PUBLIC LIBRARY***

**POLICY TYPE: OPERATIONAL**

**POLICY NUMBER: OP-05**

**POLICY TITLE: ACCESSIBLE CUSTOMER SERVICE POLICY**

**APPROVAL DATE: JULY 14, 2009**

**DATE OF LAST REVIEW: DATE OF NEXT REVIEW:**

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## **Statement of Purpose**

The Perth East 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. Customer Service**

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

- 1.1 encouraging the use of personal assistive devices to access our services and programs
- 1.2 encouraging the inclusion and access of support persons accompanying people with disabilities
- 1.3 waiving fees for support persons assisting clients and when fees are required providing advance notification
- 1.4 permitting service animals to assist clients and provide alternative accommodation when an animal is disallowed under the law

### **2. Customer Service**

**The Library will make every effort to communicate with clients in a manner that enables the use of services and programs by providing:**

- 2.1 Reasonable notifications of all interruptions that especially relate to the provision of services and program for people with disabilities
- 2.2 The Accessible Customer Service Policy and, upon request, making it available in alternative formats
- 2.3 Feedback, response and tasking process that enables increased integration of users and accessibility of goods and services
- 2.4 Information on the provision of customer service for people with disabilities and accessible services and programs

### **3. Customer Service**

**The Library provides training on how to provide customer service to people with disabilities, to:**

- 3.1 Those who participate in developing policies and procedures on the provision of service to the public
- 3.2 every person who deals with the public on behalf of the library.