

Section	Services	Section #:	4
Sub-section	Customer Service	Sub-section #:	4.1
Topic	Customer Service Standards	Policy #:	4.1.2

Policy

The Selwyn Public Library shall accept the Accessible Customer Service policy of the Township of Selwyn, adopted by Bylaw 2009-055 for delivery of accessible customer service. In addition, Selwyn Public Library, in compliance with Ontario Regulation 165/16, requires that all Board members successfully complete AODA training.

Procedures

Selwyn Public Library will follow the procedures and practices established by Selwyn Township in the following areas:

- 10.1** Accessibility Training Procedures*
- 10.2** Communicating with People with Disabilities Procedure
- 10.3** Customer Request and Feedback Procedure
- 10.4** Notice and Provision of Documents in Accessible Formats Procedure
- 10.5** Notice of Temporary Disruptions Procedure
- 10.6** Service Animals Procedure
- 10.7** Support Persons Procedure
- 10.8** Resources

*The Board shall ensure that mandatory training, *AODA Online Training*, is provided to all employees and Board members. Employees and Board members shall provide a record of completed training to the Selwyn Township HR Coordinator, and the Library CEO. Mandatory accessibility training completion by Board members will be reviewed by the Board at the end of the first year of a Board term.

1.0 Forms

- 11.1** Service Interruption – Planned
- 11.2** Service Interruption – Unexpected
- 11.3** Training Record
- 11.4** Customer Request – Feedback Form
- 11.5** Record of Customer Feedback
- 11.6** Notice – Admission Fees
- 11.7** Accessible Customer Service Brochure

If updates or revisions occur to procedures and practices established by the Township, the library shall make similar revisions if these changes are relevant to delivery of library services.

History:		
Date of Original Board Motion:	November 10, 2009	09.079

Date of Amendments: (if any)		2019.087
Date of Next Review:	2025	
Attachments:	Accessible Customer Service Policy - Township Procedures & Forms	