

RAINY RIVER PUBLIC LIBRARY		
Category: SERVICES		Number: SE17
	Topic: Access for Ontarians with Disabilities	Page: 1 of 1
Date: June 13, 2018	Authorized by:	

1. The Rainy River Public Library Board is committed to excellence in serving all customers including people with disabilities.
2. We will ensure that our staff are trained and familiar with various assistive devices we have on site.
3. We will communicate with people with disabilities in ways that take into account their disability.
4. We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.
5. A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. Where program fees apply, additional fees will not be charged for support persons.
6. The library board will provide training to employees and volunteers who deal with the public. This training will be provided to staff and volunteers during their probationary period, and will be updated as necessary. Training will include:
 - An overview of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the customer service standard
 - The Library Board's plan related to the customer service standard
 - How to interact and communicate with people with various types of disabilities
 - How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
 - How to use the DAISY talking book players
 - What to do if a person with a disability is having difficulty in accessing library services
7. Customers who wish to provide feedback on the way the Library Board provides services to people with disabilities should contact the Library Board in writing. The Library Board will review the feedback at the next regularly-scheduled Board meeting.
8. Any library policy that does not respect and promote the dignity and independence of people with disabilities will be corrected.