

Topic: **Accessible Customer Service Standards**

## **6.1 Accessible Customer Service Standards Policy**

Board Motion Number: **12.063**  
Date of Original Board Motion Number: **December 21, 2009**  
Date of Current Issue: **May 14, 2012**  
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Attachments:

Signature of Board Chairperson (and Date):

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### **1.0 Policy Statement**

The North Kawartha Public Library Board recognizes that persons with disabilities should be provided with an equal opportunity to access goods and information in a manner consistent with the principles of independence, dignity, integration and equality as stated in the regulations of the Accessibility for Ontarians with Disabilities Act, 2005.

### **2.0 Purpose**

The Accessibility for *Ontarians with Disabilities Act (AODA), 2005* provides for the establishment of accessibility standards. Accordingly, Ontario Regulation 429/07, Accessible Standards for Customer Service, was enacted. Under this Regulation libraries must establish policies, procedures and practices governing the provision of its goods or services to persons with disabilities. In addition, the Library Board must use all reasonable efforts to ensure that its policies, procedures and practices provide accessible customer services to people with various kinds of disabilities and that the core principles of independence, dignity, integration and equal opportunity, as defined herein, are respected.

The purpose of this policy is to fulfill certain requirements as set out in Ontario Regulation 429/07 made under the AODA and other relevant sections of that Act as well as the Ontarians with Disabilities Act, 2001. In support of this policy, corresponding Procedures and Practices will be set out to support the policy and may be amended from time to time.

### **3.0 Administration**

Procedures and Practices may be amended or added to the Customer Service Accessibility Policy as necessary and appropriate in order to ensure that it is current and applicable. Such amendments or additions shall be approved by Resolution of Council and be coordinated with, and form part of this Policy.

This policy becomes effective on January 1, 2010.

## 4.0 Definitions

- 4.1 “Agents”** shall mean a person or business providing goods or services on behalf of The North Kawartha Public Library Board through a contract or agreement.
- 4.2 “Assistive Devices”** shall mean an auxiliary aid such as communication aids, cognition aids, personal mobility aids, and medical aids (i.e. canes, crutches, wheelchairs, or hearing aids etc.) to access and benefit from the goods and services of the North Kawartha Library Board.
- 4.3 “Barrier”** shall mean anything that prevents a person with a disability from fully participating in all aspects of society because of the disability. Barriers may include a physical, architectural and attitudinal barrier as well as, an information or communication barrier, technological barriers, a policy, procedure or a practice.
- 4.4 “Customer Service Representatives” (CSR)** An employee, agent, volunteer or otherwise who, on behalf of The North Kawartha Public Library Board, provides or oversees the provision of Library goods or services to members of the public or other third parties.
- 4.5 “Disability”** shall be defined as found in the Ontario Human Rights Code (Part II, Section 10.(1) of the OHRC):
- (a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device
  - (b) a condition of mental impairment or a developmental disability
  - (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language
  - (d) a mental disorder, or
  - (e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*; (“handicap”)

- 4.6 “Guide Dogs or Service Animal”** shall mean any animal individually trained to do work or perform tasks for the benefit of a person with a disability.
- 4.7 “Policies”** shall mean the policies The North Kawartha Public Library Board intends to implement including any rules for CSRs.
- 4.8 “Procedures”** shall mean how The North Kawartha Public Library Board will go about implementing their policy and the steps CSRs will be expected to take.
- 4.9 “Practices”** shall mean what The North Kawartha Public Library Board does on a day to day basis, including how CSRs actually offer or deliver the services.
- 4.10 “Principle of Dignity”** shall mean the policies, procedures and practices that respect the dignity of a person with a disability are those that treat them as customers and clients who are as valued and as deserving of effective and full service as any other customer. People with disabilities will not be treated as an afterthought or be forced to accept lesser service, quality or convenience.
- 4.11 “Principle of Independence”** in some instances, independence means freedom from control or influence of others - freedom to make your own choices. In other situations, it may mean the freedom to do things in your own way.
- 4.12 “Principle of Integration”** shall mean integrated services are those that allow people with disabilities to fully benefit from the same services, in the same place and in the same, or similar way, as other customers.
- 4.13 “Principle of Equal Opportunity”** equal opportunity means having the same chances, options, benefits and results as others. In the case of services it means that people with disabilities have the same opportunity to benefit from the way you provide goods or services as others. They should not have to make significantly more effort to access or obtain service. They should also not have to accept lesser quality or more inconvenience.
- 4.14 “Support Person”** shall mean any person whether a paid professional, volunteer, family member or friend who accompanies a person with a disability to aid him or her with communication, mobility, personal care or medical needs or with access to goods and services.

- 4.15 “Third Party”** a representative of a business or organization who is receiving North Kawartha Library goods or services or acting in an official capacity. Examples include: Provincial inspectors, vendors, local media, agencies, boards or commissions

## **5.0 Establishment of Policies, Practices and Procedures**

The North Kawartha Public Library Board shall use reasonable efforts to ensure that its policies, procedures and practices are consistent with the following principles:

- (a) The goods or services must be provided in a manner that respects the dignity and independence of persons with disabilities.
- (b) The provision of goods or services to persons with disabilities and others must be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or services.
- (c) Persons with a disability must be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services. The North Kawartha Library Board CSRs, when communicating with a person with a disability shall do so in a manner that accommodates the person's disability.

## **6.0 Implementation**

### **6.1 Assistive Devices**

The North Kawartha Public Library Board permits persons with a disability to use and keep with them their own personal assistive devices to obtain, use or benefit from the goods or services offered by the Library. Appropriate CSRs will be trained and knowledgeable of the presence and use of Library owned assistive devices within their working department. CSRs will be available to assist with the assistive devices if requested for use by an individual.

### **6.2 Service Animals and Support Persons**

The North Kawartha Public Library Board shall allow persons with disabilities, who require to be accompanied by a support person, into all Library premises that are owned and operated public facilities. Both persons are permitted to enter the premises together and the person with a disability will have access to their support person.

The North Kawartha Public Library Board allows a person with a disability to be accompanied by a guide dog or other service animal

onto all facilities that are owned and operated by the Library Board for public use and will ensure that the person is permitted to keep the animal with him or her unless the animal is otherwise excluded by law.

In the event that admission fees are charged, advanced notice concerning what admission, if any, would be charged to a support person, shall be posted in a conspicuous place.

If the service animal is excluded by law from the facility, the Library Board will make every effort to ensure that other measures are available to enable the person with a disability to obtain, use or benefit from the Library's goods and services.

### **6.3 Notice of Temporary Disruption**

Notice of Service Disruptions must be provided when facilities or services that people with disabilities may use to access North Kawartha Public Library goods or services are temporarily unavailable or if the goods or service are expected in the near future to be temporarily unavailable.

The Notice must include the following information:

- a) The reason and information for disruption
- b) Anticipated duration
- c) Description of alternate facilities or services, if available
- d) Contact information

In the case of an unscheduled disruption, the Notice will be posted at the location of the service disruption as soon as practically possible.

In the case of a scheduled disruption the North Kawartha Library Board will post the Notice prior to the disruption, at the physical location, on its website and if appropriate will advertise the disruption with local media outlets. The Notice will be posted to allow for sufficient time to inform ratepayers.

### **7.0 Documentation and Feedback**

The North Kawartha Public Library Board shall upon request give a copy of the policies, practices and procedures required under the Ontario Regulation 429/07 – Accessibility Standards for Customer Service to any person. Any applicable photocopy charges will be applied.

The North Kawartha Public Library Board will have a mechanism to allow the public to provide feedback on the accessibility of the provision of goods and services.

## **8.0 Training**

The North Kawartha Public Library Board will provide training, to its customer service representatives about the provision of its goods and services to persons with disabilities. All CSRs who deal with the public or other third parties, and those involved in developing customer service policies, practices, and procedures, will receive Accessibility Awareness Training as soon as practicable after beginning their employment. The North Kawartha Library Board will also provide ongoing training with respect to changes in its policies, practices, and procedures to those individuals who require such training as soon as practicable. The North Kawartha Library Board will keep records of the training provided.

Agents hired by The North Kawartha Public Library Board who deal with the public during their work will provide proof of Accessibility Awareness training (as part of their contractual agreement) prior to their work for the Library. If the agent is not required to meet the requirements of Regulation 429/07, the Library Board may, at its discretion, provide the necessary training.

## **9.0 Related Procedures/Resources (Under Development)**

- 9.1** Accessibility Training Procedures
- 9.2** Communicating with People with Disabilities Procedure
- 9.3** Customer Request and Feedback Procedure
- 9.4** Notice and Provision of Documents in Accessible Formats Procedure
- 9.5** Notice of Temporary Disruptions Procedure
- 9.6** Service Animals Procedure
- 9.7** Support Persons Procedure
- 9.8** Resources

## **10.0 Forms (Under Development)**

- 10.1** Service Interruption – Planned
- 10.2** Service Interruption – Unexpected
- 10.3** Training Record
- 10.4** Customer Request – Feedback Form
- 10.5** Record of Customer Feedback
- 10.6** Notice – Admission Fees
- 10.7** Accessible Customer Service Brochure

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## **6.2 Training Procedures**

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### ***Purpose:***

The North Kawartha Public Library Board will provide training, to its Customer Service Representatives (CSR) about the provision of its goods and services to persons with disabilities. All CSRs who deal with the public or other third parties, and those involved in developing customer service policies, practices, and procedures, will receive Accessibility Awareness Training. The North Kawartha Library Board will also provide ongoing training to CSRs with respect to changes in its policies, practices, and procedures.

### ***Procedures/Practices:***

1. All new CSRs will be given training relevant to their position and level of interaction with the public as soon as practicable after their commencement date. Training upgrades will be provided to staff moving to a new position within the Library when a higher level of customer service interaction is required by the position.
2. Agents hired by the Library who provide customer service on behalf of the Library will provide proof of Accessibility Awareness training prior to their work for North Kawartha Public Library Board. If the agent is not required to meet the requirements of Regulation 429/07, the Library may, at its discretion, provide the necessary training.
3. Training will include:
  - Purpose of the AODA, 2005 and requirements of the Customer Service Regulation
  - How to interact and communicate with persons with various types of disabilities
  - How to interact when an assistive device, guide dog or service animal or support person is used
  - How to use Library equipment or devices
  - What to do if a person with a disability is having difficulty accessing services

- Information about the Library's Accessible Customer Service Standards Policy and related procedures
4. Training will be provided according to the level of involvement with customers as follows:

**a) Level A**

This group includes library staff.

These CSRs work directly with customers in various formats on a day-to-day basis. These CSRs will require a more in-depth training session which would last approximately 2-3 hours. This training session may include:

- 2-3 hour presentation/seminar from an accessibility consultant or the designated Train the Trainer employee
- Some practical group work with situations that apply directly to their duties.

**b) Level B – N/A**

**c) Level C**

This group includes seasonal staff, contracted staff, volunteers that provide services to the public, consultants/facilitators who will deal with the public, board members and third party agents.

Until private organizations are compliant with the AODA, 2005 Customer Service Regulations required for January 1, 2012, the North Kawartha Public Library Board will require this group to read a brochure prepared by the Library. It will also be suggested that this group take the Serveability program and present the certificate to the Township before commencing any work on behalf of the Library. As part of the procurement of goods and services, including an RFP or Tender process, Accessibility Compliance must be provided to the Library.

5. The Township will keep records of the training provided (Form 11.3).
6. The Township will ensure that a designated staff member completes Train the Trainer training. This staff member will be responsible for training all new CSRs and for providing an update to current CSRs on an as needed basis.
7. The North Kawartha Public Library Accessible Customer Service Policy and Procedures will be made available in a bound copy at the Library.

***Related Documents:***

Form 11.3 – Training Record

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## **6.3 Communicating with People with Disabilities Procedure**

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### ***Purpose:***

Customer Service Representatives (CSRs) for the North Kawartha Public Library will provide customer service to everyone in accordance with the four basic principles from the Accessible Customer Service Standard Policy: Dignity, Independence, Integration and Equal Opportunity.

### ***Procedures/Practice:***

The following steps shall be taken into consideration when providing accessible customer service.

1. Ask the person with the disability how you can help. Listen to the answer and act accordingly.
2. When speaking with someone in the office or on the phone, speak clearly and precisely. Do not mumble or speak too fast.
3. Offer a variety of methods of communication. This may include:
  - paper and a pen to write notes
  - copies of documents in large print
  - a private office to discuss issues away from other people
  - availability of staff of either gender depending on who the person may be more comfortable with.
4. If the person with a disability has an interpreter or support person with them, do not speak to the interpreter or support person, speak directly to the person with the disability.
5. All CSRs should have a clear understanding of the nature and scope of the accessible services the Library offers.

6. Ask before you help anyone and do not touch equipment or service animals without permission first.
7. Always face the person you are talking to and keep your hands or other objects away from your mouth so that a person can read your lips.
8. Do not assume what a person can or cannot do, always ask how you can help.
9. Understand that communication may take some time – be patient.
10. Be prepared to explain and provide examples regarding information.
11. If you cannot understand what is being said, do not pretend to understand, ask the person to repeat themselves.
12. Provide one piece of information at a time.
13. Give the person your full attention. Do not interrupt or finish their sentences.
14. Verify your understanding of the situation or request.
15. Allow extra time to complete tasks if necessary.
16. Try to reduce stress and anxiety in situations.
17. If you are unable to communicate clearly with a person with a disability, ask a co-worker for help. Another person may interpret the situation differently and be able to help the customer.
18. If you are experiencing communication issues and have run out of options to help, inform the customer that you are unable to currently help them, but ask if you can reschedule a meeting and perhaps make arrangements to have an interpreter available or any other equipment to aid the flow of communication.

**For additional information on interacting and understanding people with disabilities and for acceptable terminology, please refer to the attached or <http://www.accesson.ca/ado/english/disabilities>**

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## **6.4 What You Need To Know About Customers With Intellectual or Developmental Disabilities**

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People with intellectual or developmental disabilities may have difficulty doing many things most of us take for granted. These disabilities can mildly or profoundly limit one's ability to learn. You may not be able to know that someone has this disability unless you are told, or you notice the way people act, ask questions or use body language.

As much as possible, treat your customers with an intellectual or developmental disability like anyone else. They may understand more than you think, and they will appreciate you treating them with respect. Here are some tips on serving customers who have an intellectual or developmental disability:

- Don't assume what a person can or cannot do.
- Use plain language and speak in short sentences.
- Make sure your customer understands what you've said.
- If you can't understand what's being said, don't pretend. Just ask again.
- Provide one piece of information at a time.
- Be supportive and patient.
- Speak directly to your customer, not to their companion or attendant.

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## **6.5 What You Need To Know About Customers Who Have Learning Disabilities**

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Learning disabilities can result in a host of different communications difficulties for people. They can be subtle, as in having difficulty reading, or more pronounced, but they can interfere with your customer's ability to receive, express or process information. You may not be able to know that someone has one of these disabilities unless you are told, or you notice the way people act, ask questions or use body language.

Here are some tips on serving customers with learning disabilities:

- Patience and a willingness to find a way to communicate are your best tools.
- When you know that someone with a learning disability needs help, ask how you can best help.
- Speak normally and clearly, and directly to your customer.
- Take some time — people with some kinds of learning disabilities may take a little longer to understand and respond.
- Try to find ways to provide information in a way that works best for them. For example, have a paper and pen handy.
- If you're dealing with a child, be patient, encouraging and supportive.
- Be courteous and patient and your customer will let you know how to best provide service in a way that works for them.

Topic: **Accessible Customer Service Standards**

## **6.6 What You Need To Know About Customers with Mental Health Disabilities**

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People with mental health disabilities look like anyone else. You won't know that your customer has a mental health disability unless you're informed of it. And usually it will not affect your customer service at all.

But if someone is experiencing difficulty in controlling their symptoms or is in a crisis, you may need to help out. Be calm and professional and let your customer tell you how you can best help.

Here are some tips on serving customers who have mental health disabilities:

- Treat a person with a mental health disability with the same respect and consideration you have for everyone else.
- Be confident and reassuring. Listen carefully and work with your customer to meet their needs.
- If someone appears to be in a crisis, ask them to tell you the best way to help.

Topic: **Accessible Customer Service Standards**

## **6.7 What You Need To Know About Customers with Speech or Language Impairments**

Board Motion Number:	<b>12.063</b>
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Some people have problems communicating. It could be the result of cerebral palsy, hearing loss, or another condition that makes it difficult to pronounce words, causes slurring or stuttering, or not being able to express oneself or understand written or spoken language. Some people who have severe difficulties may use communication boards or other assistive devices.

Here are some tips on serving customers with speech or language impairments:

- Just because a person has one disability doesn't mean they have another. For example, if a customer has difficulty speaking; don't assume they have an intellectual or developmental disability as well.
- If you don't understand, ask your customer to repeat the information.
- If you are able, ask questions that can be answered 'yes' or 'no'.
- Be patient and polite, and give your customer whatever time he/she needs to get his/her point across.
- Don't interrupt or finish your customer's sentences. Wait for them to finish.
- Patience, respect and a willingness to find a way to communicate are your best tools.

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## **6.8 What You Need To Know About Customers Who Are Deaf-Blind**

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A person who is deaf-blind cannot see or hear to some extent. This results in greater difficulties in accessing information and managing daily activities. Most people who are deaf-blind will be accompanied by an intervener, a professional who helps with communicating.

Interveners are trained in special sign language that involves touching the hands of the client in a two-hand, manual alphabet or finger spelling, and may guide and interpret for their client.

Here are some tips on serving customers who are deaf-blind:

- Don't assume what a person can or cannot do. Some people who are deaf-blind have some sight or hearing, while others have neither.
- A customer who is deaf-blind is likely to explain to you how to communicate with them or give you an assistance card or a note explaining how to communicate with them.
- Speak directly to your customer as you normally would, not to the intervener.
- Identify yourself to the intervener when you approach your customer who is deaf-blind.
- Don't touch or address service animals – they are working and have to pay attention at all times.
- Never touch a person who is deaf-blind suddenly or without permission unless it's an emergency.

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## **6.9 Talk About Disabilities - Choose the Right Word**

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Words can influence and reinforce perceptions of people with disabilities. They can create either a positive view of people with disabilities or an indifferent, negative depiction.

Here are some tips that can help make your communication with or about people with disabilities more successful:

- Use “disability” not “handicap.”
- Put people first. “Person with a disability” puts the focus on the person instead of their disability.
- For specific disabilities, say “person with epilepsy” or “person who uses a wheelchair.”
- Avoid statements that make it seem like a person with a disability should be pitied such as “victim of,” “suffers with,” or “stricken with” a particular illness or disability.
- If you’re not familiar with the disability, wait until the individual describes their situation to you, instead of making assumptions. Many types of disabilities have similar characteristics and your assumptions may be wrong.

The following preferred words and phrases will help you choose language that is neither demeaning nor hurtful.

Instead of	Please use
Aged (the), the elderly	Seniors
Autistic	A person with Autism. A person with Autism spectrum Disorder
Birth defect, congenital defect,	A person who has a congenital disability.

deformity	A person with a disability since birth.
Blind (the), visually impaired (the)	A person with vision loss. A person who is blind. A person with low vision.
Brain damaged	A person with a brain injury. A person with an acquired brain injury.
Confined to a wheelchair, wheelchair bound	A person who uses a wheelchair.  A person with a mental illness. A person with a mental disorder. A person with a mood disorder (for example, a person with depression, a person with bipolar disorder).
Crazy, insane, lunatic, psycho, mental, mental patient, maniac, neurotic, psychotic, unsound mind, schizophrenic	A person with a personality disorder (for example, a person antisocial personality disorder). A person with an anxiety disorder (for example a person with obsessive-compulsive disorder). A person with an eating disorder (for example a person with anorexia nervosa, a person with bulimia). A person with schizophrenia.
Cripple, crippled, lame, physically challenged	A person with a disability. A person with a physical disability.. A person with a spinal cord injury. A person who uses a walker. A person who uses a mobility aid. A person with arthritis.
Deaf (the), hearing impaired (the)	A person who is Deaf (for example, a person with profound hearing loss.). A person who is deafened (for example, a person who has become deaf later in life). A person who is hard of hearing (for example, person with hearing loss). When referring to the deaf community and their culture (whose preferred mode of communication is sign language) it is acceptable to use "the Deaf."
Deaf and dumb, deaf mute	A person who is deaf.
Deaf-Blind (the)	Person who is deafblind (for example, a person who has any combination of vision and hearing loss).

Epileptic	Person who has epilepsy.
Fits, spells, attacks	Seizures.
Handicapped (the), invalid, patient, the disabled.	Person with a disability.
Hidden disability, invisible disability	Non-visible disability
Learning disabled, learning disordered, dyslexic	A person with a learning disability or people with learning disabilities
Mentally retarded, idiot, simple, retarded, feeble minded, imbecile	A person with an intellectual disability. A person with a developmental disability.
Midget, Dwarf	A little person. A person of short stature. A person who has a form of dwarfism.
Mongoloid, Mongolism, Downs	Person with Down Syndrome. A person with an intellectual or developmental disability.
Normal	A person without a disability. Person who is not disabled. Specifically, a person who is sighted, a hearing person, a person who is ambulatory.
Spastic	Person who has muscle spasms.
Stutterer	A person who stutters. A person with a communication disorder.

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## **6.10 What You Need To Know About Customers With Vision Disabilities**

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Vision disabilities reduce one's ability to see clearly. Very few people are totally blind. Many have limited vision such as tunnel vision, where a person has a loss of peripheral or side vision, or a lack of central vision, which means they cannot see straight ahead. Some can see the outline of objects while others can see the direction of light.

Vision disabilities can restrict your customers' abilities to read signs, locate landmarks or see hazards. In some cases, it may be difficult to tell if a person has a vision disability. Others may use a guide dog or white cane.

Here are some tips on serving customers who have vision disabilities:

- Identify yourself when you approach your customer and speak directly to them.
- Speak normally and clearly.
- Never touch your customer without asking permission, unless it's an emergency.
- If you offer assistance, wait until you receive permission.
- Offer your arm (the elbow) to guide the person and walk slowly.
- Don't touch or address service animals – they are working and have to pay attention at all times.
- If you're giving directions or verbal information, be precise and clear. For example, if you're approaching a door or an obstacle, say so.
- Don't just assume the individual can't see you.
- Don't leave your customer in the middle of a room. Show them to a chair, or guide them to a comfortable location.
- Identify landmarks or other details to orient your customer to the environment around them.

- Don't walk away without saying good-bye.
- Be patient. Things may take a little longer.

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## **6.11 What You Need To Know About Customers Who Are Deaf Or Hard of Hearing**

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People who have hearing loss may be deaf or hard of hearing. Like other disabilities, hearing loss has a wide variety of degrees.

Remember, customers who are deaf or hard of hearing may require assistive devices when communicating.

Here are some tips on serving customers who are deaf or hard of hearing:

- Always ask how you can help. Don't shout.
- Attract the customer's attention before speaking. The best way is a gentle touch on the shoulder or gently waving your hand.
- Make sure you are in a well-lighted area where your customer can see your face.
- Look at and speak directly to your customer. Address your customer, not their interpreter.
- If necessary, ask if another method of communicating would be easier, for example a pen and paper.
- Don't put your hands in front of your face when speaking.
- Be clear and precise when giving directions, and repeat or rephrase if necessary. Make sure you have been understood.
- Don't touch or address service animals – they are working and have to pay attention at all times.
- Any personal (e.g., financial) matters should be discussed in a private room to avoid other people overhearing.
- Be patient. Communication for people who are deaf may be different because their first language may not be English. It may be American Sign Language (ASL).

- If the person uses a hearing aid, try to speak in an area with few competing sounds.

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## **6.12 What You Need To Know About Customers With Physical Disabilities**

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Signature of Board Chairperson (and Date):

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There are many types and degrees of physical disabilities, and not all require a wheelchair. People who have arthritis, heart or lung conditions or amputations may also have difficulty with moving, standing or sitting. It may be difficult to identify a person with a physical disability.

Here are some tips on serving customers who have physical disabilities:

- Speak normally and directly to your customer. Don't speak to someone who is with them.
- People with physical disabilities often have their own ways of doing things. Ask before you help.
- Be patient. Customers will identify their needs to you.
- Don't touch assistive devices, including wheelchairs, unnecessarily unless it's an emergency.
- Provide your customer information about accessible features of the immediate environment (automatic doors, accessible washrooms, etc.).
- Remove obstacles and rearrange furniture to ensure clear passage.

Topic: **Accessible Customer Service Standards**

## **6.13 Accessible Customer Request and Feedback Procedure**

Board Motion Number:	<b>12.063</b>
Date of Original Board Motion Number:	<b>December 21, 2009</b>
Date of Current Issue:	<b>May 14, 2012</b>
Date of Next Review:	<b>May 2014</b>
Attachments:	

Signature of Board Chairperson (and Date):

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### ***Purpose:***

The North Kawartha Public Library Board is committed to establishing, implementing and maintaining a process for receiving and responding to feedback about how to provide goods or services to persons with disabilities.

### ***Procedures/Practice:***

The North Kawartha Public Library Board has established a process for receiving and responding to feedback about the manner in which it provides goods or services to persons with disabilities and shall make information about the process readily available to the public.

1. The feedback process shall include the following:
  - i. The opportunity for the public to provide feedback in person, by telephone, in writing, or by delivering an electronic text by email or online, on disk or otherwise.
  - ii. The opportunity to provide as much information as possible when providing feedback so that the event can be readily identified by the Supervisor and/or Manager responsible for where the event took place. This information may include dates, times, names, contact information, a description of the event, etc.
  - iii. Feedback may be received by any person who deals with members of the public or other third parties on behalf of the Library, whether the person does so as an employee, agent, volunteer or otherwise. Feedback may also be received by any person who participates in developing the Library's policies, practices and procedures governing the provision of goods or services to members of the public or other third parties. A copy of the feedback

shall be forwarded to the Chief Executive Officer for review and reporting purposes.

- iv. An answer to the feedback is not mandatory, however, depending on the situation, the Supervisor responsible for where the event took place in conjunction with the Chief Executive Officer may deem it appropriate to respond to the customer. Should an answer be deemed appropriate and should the customer have chosen to supply his or her contact information, the customer may expect the said answer within a reasonable time frame. A copy of the response shall be provided to the Chief Executive Officer.

***Related Documents:***

- Form 11.4 – Feedback Form

Topic: **Accessible Customer Service Standards**

## **6.14 Notice and Provision of Documents in Accessible Formats Procedure**

Board Motion Number:	<b>12.063</b>
Date of Original Board Motion Number:	<b>December 21, 2009</b>
Date of Current Issue:	<b>May 14, 2012</b>
Date of Next Review:	<b>May 2014</b>
Attachments:	

Signature of Board Chairperson (and Date):

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### ***Purpose:***

The purpose of this procedure is to provide instructions regarding how the Library will provide notice of the availability of documents and the manner and format by which documents will be provided related to the Accessible Customer Service Policy and Procedures. Printed and electronic materials may be made available in multiple formats as needed and/or upon request only.

### ***Procedures/Practice:***

The North Kawartha Public Library Board will ensure that a document describing the following policies and procedures is available in accessible formats:

1. Accessibility Training Procedures
2. Communicating with People with Disabilities Procedure
3. Customer Request and Feedback Procedure
4. Notice and Provision of Documents in Accessible Formats Procedure
5. Notice of Temporary Disruptions Procedure
6. Service Animals Procedure
7. Support Persons Procedure
8. Assistive Devices and Services for People with Disabilities Procedure
9. Accessibility to Waste Collection Service -Curbside Pickup Procedure
10. Resources

### **Accessible Formats**

When providing a document to a person with a disability, the Library will provide the document, or the information contained in the document, in a format that takes the person's disability into account.

## **Providing Notice of Availability of Accessible Documents**

The North Kawartha Public Library will notify the public and other third parties regarding the availability of accessible customer service documents on the website [www.northkawarthalibrary.com](http://www.northkawarthalibrary.com). The notice will:

- Indicate that the document is available in accessible formats;
- Provide a link to an electronic, plain-text version of the document; and,
- Explain how to request alternate formats.

Notice of documents in accessible formats will also be posted at the Township of North Kawartha's administrative office.

## **Requests for Accessible Customer Service Documents**

Documents(s) related to the Accessible Customer Service Policy and Procedures will be available to the public at [www.northkawarthalibrary.com](http://www.northkawarthalibrary.com) or by attending the Library's administrative office.

Anyone can request a copy of the Library's accessible customer service documents. Requests can be made in person to any Customer Service Representative (CSR). Requests submitted by telephone, website, e-mail, facsimile, or in writing will be directed to the Chief Executive Officer.

When a CSR receives a request for an accessible customer service document the CSR will:

1. Ask the person if they would like the document in an accessible format. If so, ask the person's preferred format; and
2. If the document can be readily produced in the requested format, provide the person with the document as soon as is reasonably possible and confirm that the format is acceptable; or
3. If the document cannot be readily produced in the requested format, contact the Township Clerk's Department to address the request. The CSR will provide the Township Clerk's Department with the customer's name and preferred contact information. The Clerk's Department will consult with the person with a disability to determine an alternate format that is acceptable. When the person receives the document, the Clerk's Department will confirm that the format is acceptable.

The Clerk's Department will make every reasonable effort to ensure that requests for accessible customer service documents do not take significantly longer than requests for the same documents in standard print.

***Related Documents:***

- Form 11.7 – Accessible Information Request Form

# Accessible Information Request Form

Thank you for visiting the North Kawartha Public Library. We value all of our customers and strive to meet everyone's needs.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Contact Number: \_\_\_\_\_ Email: \_\_\_\_\_

Please state the name of the document(s) that you wish to be made accessible and the format: (if possible attach document to the form).

Name of Document(s)

Format Requested

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Please note that the turnover time varies for each format.

Thank you.

Please submit this form to:

The North Kawartha Public Library

P.O. Box 550

Apsley, ON K0L 1A0

(705) 656-4445

Fax (705) 656-4446

<http://www.northkawarthalibrary.com>

Topic: **Accessible Customer Service Standards**

## **6.15 Notice of Temporary Disruptions Procedure**

Board Motion Number: **12.063**  
Date of Original Board Motion Number: **December 21, 2009**  
Date of Current Issue: **May 14, 2012**  
Date of Next Review: **May 2014**  
Attachments:

Signature of Board Chairperson (and Date):

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### ***Purpose:***

The North Kawartha Public Library is committed to establishing, implementing and maintaining a process for providing notice during temporary service disruptions, whether they were planned or unplanned disruptions.

### ***Procedures/Practice:***

Notice of Service Disruptions must be provided for every planned or unplanned disruption that could affect people with disabilities, such as the availability of an assistive device, service or feature that is regularly available to enable or enhance access to Library goods or services. The Library will provide notice as soon as possible if any of the following services or devices are disrupted:

Accessible Entrance	Handrail
Accessible Washroom	Power Operated Door
Accessible Parking	Ramp
Amplification System	Sidewalk or Road Access

(Any other assistive device, service or feature that provides access to services commonly used by people with disabilities)

1. A Notice shall be prepared which will include the following information:
  - Reason and information for disruption
  - Anticipated duration
  - Description of alternate facilities or services, if available
  - Contact Information
2. In the case of an unscheduled disruption, the Notice will be posted at the location of the service disruption as soon as practically possible. Depending on the duration of the disruption, the Library may also post the Notice on its website.

3. In the case of a scheduled disruption, the Library will post the Notice prior to the disruption at the physical location, on its website and if appropriate will advertise the disruption with local media outlets. The Notice will be posted with sufficient time to inform ratepayers.
4. In addition to Section 2 and 3 above, Notice may also be provided by any other means as deemed appropriate such as voice mail, electronic sign etc...
5. When providing Notice of Service Disruption, the Chief Executive Officer will ensure the notice is accessible to its audience, for example at a height that will allow a person in a wheelchair to read it.

***Related Documents:***

- Form 11.1 – Notice Scheduled Service Disruption
- Form 11.2 – Notice Unexpected Service Disruption

Topic: **Accessible Customer Service Standards**

## **6.16 Service Animals for People with Disabilities**

Board Motion Number:	<b>12.063</b>
Date of Original Board Motion Number:	<b>December 21, 2009</b>
Date of Current Issue:	<b>May 14, 2012</b>
Date of Next Review:	<b>May 2014</b>
Attachments:	

Signature of Board Chairperson (and Date):

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### ***Purpose:***

This procedure implements, in part, the North Kawartha Public Library's Accessible Customer Service Policy. The purpose of this procedure is to provide information regarding the use of service animals by people with disabilities when obtaining, using, or benefiting from Township goods or services.

### ***Procedure:***

#### **1. Identifying Service Animals:**

Service animals are typically recognized by a harness or a sign. If it is not readily apparent that the animal is used by the person for reasons related to his or her disability, the CSR may request that the person with the disability provides documentation from a health care practitioner confirming that the person requires the animal for reasons relating to the disability.

Examples of Service Animals include:

- A guide dog
- Hearing alert animals
- Animals trained to alert persons to oncoming seizures
- Animals trained to assist people with autism, mental health disabilities, physical disabilities, and other disabilities

#### **2. Service Animals Are Not Pets**

Service animals are working animals, and they are not considered pets. For this reason, they are not to be treated like a pet. When a person with a service animal is seeking Library goods or services, a CSR will not:

- Touch the animal
- Make eye contact with the animal
- Talk to the animal
- Attempt to feed the animal
- Give the animal any form of attention

### 3. Areas Open to Service Animals

Service animals may enter into any property where Library goods or services are offered unless the presence of the animal is prohibited by law.

In some Library locations there may be a rule of “No Pets Allowed”. In such situations, this rule does not apply to service animals.

### 4. Areas Closed to Service Animals

Service animals may not enter into an area where the presence of an animal is prohibited by law. For example, service animals may enter into an area where food is served, but may not enter into an area where food is prepared.

### 5. Alternate Service Options Where Animals Are Restricted By Law

If a person with a service animal enters into an area where the presence of the animal is prohibited by law, the CSR will:

- Inform the person with the service animal why the animal is not permitted in the area.
- Offer to provide the goods or services in a location where the presence of the animal is permitted.
- If a reasonable alternate location is not available and if the person is willing to be separated from the animal, the CSR will offer a safe location where the animal can wait and offer assistance to the person with a disability while they are separated from the service animal. For example, a person with vision loss might need someone to guide him or her.

### 6. Allergies and Service Animals

It is the Library’s duty to provide the greatest amount of accommodation for the person with the service animal, however this should not be at the expense of another person. In all situations where a person announces they are allergic to a service animal, CSRs should discuss the situation with the affected person(s) and make every effort to meet the needs of all parties.

If a CSR is allergic to a service animal, the CSR will:

- Seek an alternate qualified CSR to provide the goods or services to the person with the service animal; or
- Seek an alternate location to provide the goods or services to the person with the disability; or
- If an alternate qualified CSR is not reasonably available and the person is willing to be separated from the animal, offer a safe location where the animal can wait and offer assistance to the person with a disability while they are separated from the service animal. For example, a person with vision loss might need someone to guide him or her.

If a member of the public or a third party is allergic to a service animal, the CSR will seek an alternate location to provide the goods or services to that person or invite them to wait in a different location until the person with the service animal has vacated the area of service. If relocation would provide greater accommodation for the person with the service animal, the CSR will invite the person with the service animal to relocate. If a person has to remove him or herself from a waiting area due to an allergic reaction, the CSR will make reasonable efforts to ensure that he or she does not lose their place in the sequence.

Topic: **Accessible Customer Service Standards**

## **6.17 Support Persons for People with Disabilities**

Board Motion Number:	<b>12.063</b>
Date of Original Board Motion Number:	<b>December 21, 2009</b>
Date of Current Issue:	<b>May 14, 2012</b>
Date of Next Review:	<b>May 2014</b>
Attachments:	

Signature of Board Chairperson (and Date):

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### ***Purpose:***

This procedure implements, in part, the North Kawartha Public Library's Accessible Customer Service Policy. The purpose of this procedure is to direct the provision of Library goods or services to people with disabilities when they are accompanied by a support person.

This procedure directs when the Library may require a person with a disability to be accompanied by a support person in order to obtain, use, or benefit from Library goods or services.

### ***Procedure:***

1. A support person may be a personal support worker, volunteer, friend, or family member. He or she may help a person with a disability with communicating, personal care, mobility, sensory or emotional support or medical care.
2. In some situations, it may not be clear which person is the support person. A person with a disability might not introduce his or her support person. To determine who the support person is, CSRs should take the lead from the person who is requesting the goods or services, or ask. When it is determined who the customer is, CSRs should speak directly to the customer, not the support person.
3. A person with a disability and his or her support person are permitted to enter into any area where Library goods or services are offered. Unless otherwise requested by a person with a disability, CSRs will permit the support person to remain with the person with a disability throughout the entire duration of obtaining, using, or benefiting from Library goods or services.

4. When a CSR must discuss confidential information with a person who is accompanied by a support person, the CSR will ask the person with a disability whether the support person may remain present. If the person with the disability chooses not to have the support person present, the CSR will offer a close and comfortable location where the support person can wait.
5. If there is not adequate space to provide Library goods or services to a person with a disability and his or her support person, a CSR should arrange for an alternate location with adequate space. If an alternate location is not available, the CSR will:
  - Make a reasonable effort to accommodate both the person with a disability and the support person within the available space.
  - If reasonable, offer a close and comfortable location where the support person can wait, preferably where they can remain within sight of each other.
6. Support persons are required to adhere to the same rules and demonstrate appropriate behaviour, as are all other persons receiving Library goods or services.
7. The Library will provide notice in advance about what admission fee will be charged for support persons, if applicable.
8. The Library may require a support person to accompany a person with a disability when a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others.

***Related Documents:***

- Form 11.6 – Notice Admission Fees

Topic: **Accessible Customer Service Standards**

## **6.18 Assistive Devices and Services for People with Disabilities**

Board Motion Number:	<b>12.063</b>
Date of Original Board Motion Number:	<b>December 21, 2009</b>
Date of Current Issue:	<b>May 14, 2012</b>
Date of Next Review:	<b>May 2014</b>
Attachments:	

Signature of Board Chairperson (and Date):

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### ***Purpose:***

The North Kawartha Public Library is committed to providing accessible customer service to all customers, including those who use assistive devices to obtain, use or benefit from the goods or services offered by the Library. CSRs will be available to assist with the assistive devices if requested for use by an individual.

### ***Procedures/Practice:***

1. The North Kawartha Public Library CSRs will allow people to use their own personal assistive devices to access the Library goods or services. There may be circumstances where use of a personal assistive device is prohibited by law or is determined by the CSR to pose a significant safety risk to the person with a disability or others. In these cases the CSR will offer alternate service methods or alternative available assistive devices in consultation with the person with a disability.
2. CSRs will be knowledgeable on the presence and use of assistive devices available in their Department and will ensure that the assistive device is activated for use. For example power assist doors are to be turned on when the building is in use and the sound system in the Council Chambers is to be activated during meetings. If available, assistive devices, services, or alternate service methods will be provided by a CSR to any person upon request.

CSRs will offer available assistive devices, services, or alternate service methods if:

- It is readily apparent that a person would benefit from the device or service, or,
- the service is needed as an alternative to a person's assistive device.

3. Personal assistive devices are used by people with disabilities to help them with daily living. They are usually devices that people bring with them.

Examples of assistive devices are:

- Electronic communication devices
- Hearing Aids
- Oxygen tanks
- Wheel chairs, walkers
- White canes
- Magnifying glasses

Examples of assistive services are:

- Staff Assistance
- Alternative location for service delivery
- Alternative format documents

Examples of alternate service methods are:

- CSR assisting a person to complete a transaction

4. Examples of some of the Township of North Kawartha's available assistive devices are:

<b>Device</b>	<b>Location</b>
Elevator	New Apsley Community Centre
Power Assist Door(s)	Administrative Building Wilson Park Community Centre Apsley Community Centre
Sound System(s)	Council Chambers Apsley Community Centre
Township Website	<a href="http://www.northkawartha.on.ca">www.northkawartha.on.ca</a>

Topic: **Accessible Customer Service Standards**

## 6.19 Resources

Board Motion Number:	<b>12.063</b>
Date of Original Board Motion Number:	<b>December 21, 2009</b>
Date of Current Issue:	<b>May 14, 2012</b>
Date of Next Review:	<b>May 2014</b>
Attachments:	

Signature of Board Chairperson (and Date):

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### Accessibility for Ontarians with Disabilities:

[www.mcass.gov.on.ca/mcass/english/pillars/accessibilityOntario](http://www.mcass.gov.on.ca/mcass/english/pillars/accessibilityOntario)

- Guide to the Accessibility Standards for Customer Service, Ontario Regulation 429/07  
Format: Print, online (HTML, PDF, Word)  
Language: English, French  
[http://www.mcass.gov.on.ca/mcass/english/pillars/accessibilityOntario/accession/compliance/customer/accessibility\\_guide](http://www.mcass.gov.on.ca/mcass/english/pillars/accessibilityOntario/accession/compliance/customer/accessibility_guide)
- Compliance Manual: Accessibility Standards for Customer Service, Ontario Regulation 429/07  
Format: Online (HTML, PDF, Word)  
[http://www.mcass.gov.on.ca/mcass/english/pillars/accessibilityOntario/accession/compliance/customer/Compliance\\_Manual.htm](http://www.mcass.gov.on.ca/mcass/english/pillars/accessibilityOntario/accession/compliance/customer/Compliance_Manual.htm)
- Accessibility Standards for Customer Service: Summary of Requirements  
Format: Print, online (PDF, Word)  
Language: English, French  
[http://www.mcass.gov.on.ca/mcass/english/pillars/accessibilityOntario/accession/compliance/customer/Summary\\_require](http://www.mcass.gov.on.ca/mcass/english/pillars/accessibilityOntario/accession/compliance/customer/Summary_require)
- Training Resource: Accessibility Standards for Customer Service, Ontario Regulation 429/07  
Format: Print, online (HTML, PDF, Word)  
Language: English, French  
[http://www.mcass.gov.on.ca/mcass/english/pillars/accessibilityOntario/accession/compliance/customer/comp\\_training.htm](http://www.mcass.gov.on.ca/mcass/english/pillars/accessibilityOntario/accession/compliance/customer/comp_training.htm)
- Serve-Ability: Transforming Ontario's Customer Service  
Format: Online (Flash, HTML), CD  
Language: English, French  
<http://www.mcass.gov.on.ca/mcass/serve-ability/splash.html>

AODA Contact Centre:

Toll-Free: 1-866-515-2025

TTY: 1-416-325-3408/1-800-268-7095

Fax: 1-416-325-3407

AccessON: for videos, posters, legislation etc.

[www.AccessON.ca](http://www.AccessON.ca)

or

[www.AccessON.ca/compliance](http://www.AccessON.ca/compliance)

Ontario Municipal Accessibility Toolkit

[www.accessiblemunicipalities.ca](http://www.accessiblemunicipalities.ca)

Topic: **Accessible Customer Service Standards**

## **6.20 Forms 11.1 to 11.7**

Board Motion Number:

**12.063**

Date of Original Board Motion Number:

**December 21, 2009**

Date of Current Issue:

**May 14, 2012**

Date of Next Review:

**May 2014**

Attachments:

Signature of Board Chairperson (and Date):

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# Notice

## Scheduled Service Disruption

The following service will be temporarily unavailable: \_\_\_\_\_  
\_\_\_\_\_

This service will be unavailable  
from \_\_\_\_\_  
to \_\_\_\_\_

The reason for the disruption includes:

- \_\_\_\_\_ (repairs to doors)
- \_\_\_\_\_ (repairs to technology)

Alternative Services if available may be found at:  
\_\_\_\_\_

On behalf of the North Kawartha Public Library  
thank you for your patience in this matter.

For further information, please contact:

North Kawartha Public Library  
P.O. Box 335, 175 Burleigh Street  
Apsley, ON K0L 1A0

(705) 656-4333

[www.northkawarthalibrary.com](http://www.northkawarthalibrary.com)

North Kawartha Public Library

# Notice

## Unexpected Service Disruption

There is currently an unexpected service disruption at this location.

The estimated time of the service disruption will be from \_\_\_\_\_ until \_\_\_\_\_

The reason for the disruption includes:

- \_\_\_\_\_ (repairs to doors)
- \_\_\_\_\_ (repairs to technology)

Alternative Services if available may be found at:

\_\_\_\_\_

On behalf of the North Kawartha Public Library  
thank you for your patience in this matter.

For further information, please contact:  
North Kawartha Public Library  
P.O. Box 335, 175 Burleigh Street  
Apsley, ON K0L 1A0  
(705) 656-4333  
[www.northkawarthalibrary.com](http://www.northkawarthalibrary.com)



# Customer Feedback Form

Thank you for visiting the North Kawartha Public Library. We value all of our customers and strive to meet everyone's needs.

Please tell us the date, time and location of your visit:

---

Did we respond to your customer service needs today?

Yes  No

Was our customer service provided to you in an accessible manner?

Yes  Somewhat  No (please explain below)

---

---

---

Did you have any problems accessing our goods and services?

Yes (please explain)  Somewhat (please explain)  No

---

---

---

Please tell us how we could have served you better:

---

---

---

Your Contact Information (optional)\*:

---

---

---

Thank you.  
Management

Personal Information contained on this form is collected pursuant to the *Municipal Freedom of Information and Protection of Privacy Act* and will be used for the purpose of responding to your request. Questions about this collection should be directed to the Chief Administrative Officer for the Township.

Please submit this form to:

North Kawartha Public Library  
P.O. Box 335, 175 Burleigh Street  
Apsley, ON K0L 1A0  
(705) 656-4333  
[www.northkawarthalibrary.com](http://www.northkawarthalibrary.com)

# Record of Customer Feedback

Date feedback received: \_\_\_\_\_

Name of customer (optional): \_\_\_\_\_

Contact information (if appropriate)\*: \_\_\_\_\_

\_\_\_\_\_

Details:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Follow-up:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Action to be taken:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Department Head/Supervisor: \_\_\_\_\_

Date: \_\_\_\_\_

Copy to: Clerk

North Kawartha Public Library

# Notice

## Support Person Admission Fees

Admission fees shall be charged to a “support person” accompanying persons with disabilities.

The cost will be \$\_\_\_\_\_.

### Definitions:

**“Persons with Disabilities”** shall mean those individuals with a disability as defined under the Ontario Human Rights Code.

**“Support Person”** shall mean any person whether a paid professional, volunteer, family member or friend who accompanies a person with a disability to aid him or her with communication, mobility, personal care or medical needs or with access to goods and services.

For further information, please contact:

The Township of North Kawartha  
P.O. Box 550, 280 Burleigh Street  
Apsley, ON K0L 1A0  
(705) 656-4445

[www.northkawartha.on.ca](http://www.northkawartha.on.ca)

Request For Exemption from Curbside Pickup

# Accessible Information Request Form

Thank you for visiting the Township of North Kawartha. We value all of our customers and strive to meet everyone's needs.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Contact Number: \_\_\_\_\_

Email: \_\_\_\_\_

Please state the name of the document(s) that you wish to be made accessible and the format: (if possible attach document to the form).

Name of Document(s)

Format Requested

Name of Document(s)	Format Requested
_____	_____
_____	_____
_____	_____

Please note that the turnover time varies for each format.

Thank you.

Please submit this form to:

The Township of North Kawartha

P.O. Box 550

Apsley, ON K0L 1A0

(705) 656-4445

Fax (705) 656-4446

[www.northkawartha.on.ca](http://www.northkawartha.on.ca)

## Request for Exemption from Curbside Pickup

Property Roll #	1536 –
Property Address (911 #)	
Name	
Mailing Address:	
Phone Number: (Optional)	

I, \_\_\_\_\_ hereby request an exemption from the Township of North Kawartha’s curb side pickup component of the Waste Collection Program. I acknowledge that upon exemption, I will utilize the Township’s transfer stations.

\_\_\_\_\_  
Ratepayer’s Signature

\_\_\_\_\_  
Date

-----

Health Care Practitioner (have your Health Care Practitioner sign below or submit a separate letter)

\_\_\_\_\_ is a person with a disability that cannot access curb side pick up.

\_\_\_\_\_  
Signature of Health Care Practitioner

\_\_\_\_\_  
Date

Personal information on this form is collected pursuant to *the MUNICIPAL FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY ACT* the information will be used to process this form, and will be kept on file for a period of one year to facilitate accessibility to the Township’s customer service policies, practices and procedures. Questions about this collection should be directed to the Chief Administrative Officer for the Township of North Kawartha.

Note to Staff: Waste Card to include Name of Property Owner, Property Roll # and 52 punches or the equivalent of 52 free bags per year. It is recognized that the person with a disability may utilize more than one free bag during a visit to the transfer station rather than only one free bag per week.