

Topic: Accessible Customer Service Standards

6.2 Appendix E – Support Persons for People with Disabilities

Board Motion Number:	21.054
Date of Original Board Motion Number:	December 21, 2009
Date of Current Issue:	May 25, 2021
Date of Next Review:	2025
Attachments:	Admission Fees Notice

Signature of Board Chairperson (and Date):

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, staff should take the lead from the person who is requesting the goods or services, or ask. When it is determined who the customer is, staff 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, staff 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 staff member must discuss confidential information with a person who is accompanied by a support person, the staff member 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 staff member 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 staff member should arrange for an alternate location with adequate space. If an alternate location is not available, the staff member will:
 - a) Make a reasonable effort to accommodate both the person with a disability and the support person with the available space.
 - b) 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.

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:

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