

Topic: Accessible Customer Service Standards

6.2 Appendix F – Assistive Devices and Services 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:	

Signature of Board Chairperson (and Date):

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. Staff will be available to assist with the assistive devices if requested for use by an individual.

Procedures/Practice:

The North Kawartha Public Library staff 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 staff to pose a significant safety risk to the person with a disability or others. In these cases the staff will offer alternate service methods or alternative available assistive devices in consultation with the person with a disability.

Staff will be knowledgeable on the presence and use of assistive devices available in the Library 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. If available, assistive devices, services, or alternate service methods will be provided by staff to any person upon request.

Staff 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.

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:

1. Electronic communication devices
2. Hearing Aids
3. Oxygen tanks
4. Wheel chairs, walkers
5. White canes
6. Magnifying glasses

Examples of assistive services are:

1. Staff Assistance
2. Alternative location for service delivery
3. Alternative format documents

Examples of alternate service methods are:

1. Staff assisting a person to complete a transaction

Examples of some of North Kawartha Library's available assistive devices are:

1. Power Assist Doors, both branches of the North Kawartha Public Library.
2. North Kawartha Public Library website - www.northkawarthalibrary.com
3. Reading glasses, magnifiers
4. Computer equipped with Zoom Text
5. Large button keyboard