



Whitby Public Library

Accessible Customer Service Policy

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The Whitby Public Library is committed to the independence and integration of persons with disabilities and all who use the services, programs and resources of the Library. All aspects of customer service will be delivered in accordance with the following key principles:

Dignity: Service is provided in a respectful manner consistent with the needs of the individual.

Independence: Services for persons with disabilities shall support their independence while respecting their right to safety and personal privacy.

Equity: Service outcome is the same for persons with disabilities as for persons without disabilities.

Integration: Services 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.

The Library encourages the use of personal assistive devices to access its services and programs and makes assistive mobility, vision and hearing devices available for use in the Library. The Library provides access to collection materials in

alternative formats, where they exist, and offers book selection and delivery to patrons who cannot visit the library in person due to long-term illness, disability or age. All library staff are trained in accessible customer service and are available to help patrons who require assistance accessing library services.

The Whitby Public Library welcomes service animals and support persons accompanying people with disabilities, to ensure access to our services and programs, and will waive library program fees for such support persons. Service animals are permitted on library premises except where prohibited by law. If a service animal is disallowed in any area according to the law, alternate arrangements will be made.

The Library will provide reasonable notification of any service interruptions, particularly those that relate to the provision of services and programs for people with disabilities.

This policy will be available on the library website and at service desks. Alternate formats and communication supports will be made available upon request. Feedback on accessible customer service can be made in person, by telephone, mail, fax or email. The Library will respond in the format preferred by the patron requesting information.