

AODA Customer Service Policy and Procedure

The Library Services Centre is committed to excellence in serving people with disabilities. LSC proactively removes and prevents barriers to accessibility to meet the requirements under the Accessibility for Ontarians with Disabilities Act (AODA) and the Human Rights Code.

LSC is committed to ensuring that our customer service meets the needs of all stakeholders and that we proactively engage with them to ensure that this happens. LSC respects the dignity and independence of disabled people, allowing them to benefit from the same services in a similar way as other stakeholders.

With one exception, the Small Press Program noted below, LSC does not offer programs or services to the public. There is no public access to LSC's building. All LSC events are by invitation only, sent exclusively to clients (library staff), potential clients, and suppliers. Uninvited members of the public are refused entry to LSC events.

The one program that LSC has that is available to the public is our Small Press Program. This program is visible on LSC's website, www.lsc.on.ca

LSC will address accessibility options for the Small Press Program in three ways:

- 1) The program documentation will allow text-to-speech program compatibility
- 2) The program documentation will make clear that information about the program is available in different formats on request, such as spoken delivery
- 3) The easily found Accessibility page of LSC's website will offer different ways to communicate interest in and engage with the program, such as spoken delivery

Those who join the program to become suppliers to LSC become stakeholders.

Stakeholders

Stakeholders are those entities with which LSC does business as either a supplier or customer.

Suppliers

LSC will inform all suppliers that we will work to accommodate their staff attending LSC events or LSC's office. This information will be discussed ahead of a planned event or meeting. Not all suppliers attend LSC events or have meetings at LSC. Suppliers do not have access to LSC's website.

Customers

When a library becomes a client, LSC will inform the library that we will make accommodations for any of their staff that have disabilities who will interact with LSC services. We will request that the library inform LSC of the nature of the disability. LSC will work with the library client to determine the best accommodations that will meet the needs of the specific staff at the library with a disability.

If necessary, LSC will modify our services (such as our website) to meet the needs. Alternatively, LSC may supply the individual with tools that allow them to use the website, or a combination of both options to achieve the best outcome.

While attending LSC events or visiting the LSC office, stakeholders or supplier staff may use their personal assistive devices including but not limited to:

- **Assistive Devices**

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities, such as AAC.

- **Communication**

We will communicate with people with disabilities in ways that take into account their disability. We will work with the person with a disability to determine what method of communication works best for them.

- **Service Animals**

If another law prohibits service animals, we will ensure communication with the disabled stakeholder about why the animal is excluded and how we can best provide alternate access, such as via digital access.

- **Support Persons**

A stakeholder with disabilities may have an accompanying support person while attending an LSC event or in the LSC office.

Training

LSC has ensured all staff have completed an AODA certificate. Based on the framework above, LSC will provide enhanced training to customer service representatives and other contacts who communicate with stakeholders about ethical and empathetic communication with disabled people. LSC will endeavour to review the training yearly and/or as regulations require.

The training will encompass:

- Purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard;
- the Centre's policies related to the customer service standard
- Proactive accessibility engagement ahead of LSC events and/or stakeholder visits
- How to discuss and provide alternate formats of the Small Press Program
- how to interact and communicate with people with various types of disabilities

Feedback

Customers who wish to provide feedback on the way the LSC provides goods, services or facilities to people with disabilities can provide feedback in the following way(s):

In-person at: 131 Shoemaker St. Kitchener, ON

By telephone: Toll-free in Canada: 1-800-265-3360; 1-519-746-4420

By email: Jamie Quinn, Manager of Customer and Selection Services, jquinn@lsc.on.ca

By mail: Jamie Quinn, Manager of Customer and Selection Services c/o LSC, 131 Shoemaker St. Kitchener, ON N2E 3B5

LSC will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports upon request. All feedback received will be reviewed within a reasonable time period and LSC will take all appropriate steps to address any issues raised. All complaints will be processed in accordance with the LSC's complaints process. Any policies of the Centre that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

Documents

Documents related to LSC's Customer Service Accessibility Policy are stored on our website and available in different formats upon request, such as spoken or printed. Documents related to the Small Press Program are also available on LSC's website. We will provide an accessible format in a timely manner at no additional cost.