



**Peterborough
Public Library**

To: Library Board of Trustees

From: Jennifer Jones, Acting Library Manager/CEO

Meeting Date: November 29, 2016

Subject: Report PPL16-048
Accessibility Training Update

Purpose

A report to inform the Library Board of Trustees on updates to the AODA Customer Service Standard.

Recommendation

That the Library Board approve the recommendation in Report PPL16-048 dated November 29, 2016, of the Acting Library Manager/CEO as follows:

That the report on updates to the AODA Customer Service Standard be received for information.

Budget and Financial Implications

There are no budgetary or financial implications resulting from the approval of the recommendation of this report.

Background

Beginning in 2010, libraries were required to provide accessible customer service. The main points of that customer service requirement are that libraries must:

- train their staff and volunteers to serve customers of all abilities
- keep a record of the training
- welcome service animals and support persons
- create accessible ways for people to provide feedback
- put an accessibility policy in place, so employees, volunteers and customers know what to expect.

In June 2016, the Ontario Government announced amendments to the Accessibility Standards related to Customer Service. The first change concerns the definition of a large organization. As of July 1, 2016, organizations with 50+ employees will be considered large under the Customer Service Standard.

Another important change as of July 1st is that all staff and volunteers, regardless of their contact with the public, must receive training on the Customer Service Standard. Previously only those who dealt directly with the public had to be trained. This means that all employees and volunteers (paid and unpaid, full-time, part-time and contract positions) and anyone involved in developing your organization's policies (including managers, senior leaders, directors, board members) as well as anyone who provides goods, services or facilities to customers on your organization's behalf must receive training on all five AODA standards.

The final amendment to AODA concerns service animals. The government has expanded the list of professionals authorized to provide documents indicating the need for a service animal. Doctors and nurses were originally the only ones allowed to provide such authorization, but the list now includes psychologists, psychotherapists, audiologists, chiropractors and optometrists.

Submitted by,

Jennifer Jones

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Attachments:

Appendix A – Customer Service Tips