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| <b>Section:</b>     | Customer Service   | <b>Procedure #:</b> | 020-01-004    |
| <b>Sub-Section:</b> | Standards  | <b>Updated:</b>     | July 08, 2009 |
| <b>Title:</b>       | Notification of the Disruption of Services & Facility Access |                     |               |

## **Customer Service - Standards – Notification of the Disruption of Service & Facility Access Procedure**

### ***Background***

To meet the requirements of the Accessibility Standard for Customer Service (Ontario Regulation 429/07) made under the Accessibility for Ontarians with Disabilities Act, 2005, this procedure is required for Oshawa Public Libraries staff, volunteers and agents.

### ***Procedures***

1. If there is a temporary disruption in Oshawa Public Libraries facilities or services in whole or in part, the Library staff member responsible for overseeing the provision of a service and/or facility, or their designate, is responsible to provide public notice in at least one of the following three methods:
  - notice physically posted at the site of the disruption;
  - notice on the Library website; or,
  - notice in local media.
2. Staff are encouraged to consider the potential length and location of the disruption when determining the method(s) and location(s) of notice. Due to the nature of their requirements, people with disabilities often plan transportation and other details related to their visit well in advance of attending a Library facility or program.
3. Signage strategically placed also assists people by offering alternate solutions prior to travelling to their destination. Examples of a temporary disruption include the following but are not limited to:
  - an elevator malfunction
  - phone service is down at a branch
  - Internet service is down at a branch
4. Any Notice of Disruption will contain the following information:
  - reason for the disruption;
  - anticipated duration; and,
  - alternative facilities or services.
5. In order to post disruption in the Library's facilities or services on the Library's website, the Library staff person responsible for overseeing the service and/or facility, or their designate, shall:
  - provide the details noted above to the Electronic Services Librarian;
  - in the event that the Electronic Services Librarian is not available, information can be provided to the Library's webmaster; and,
  - the Electronic Services Librarian or webmaster will post the notice on the Library's website.