
**CHAMPLAIN TOWNSHIP PUBLIC LIBRARY
ACCESSIBLE CUSTOMER SERVICE POLICY**

MOTION #46 -13

MOTION #39-16

MOTION #35-19

Adopted Sep. 18, 2013

Reviewed Sep. 21, 2016

Reviewed Sep. 16, 2019

Champlain Township Public Library is committed to the independence and integration of persons with disabilities and all who live, learn, work, play and invest in our community.

The library will make every reasonable effort to ensure that services and programs are accessible by:

- a) encouraging the use of personal assistive devices to access our services and programs
- b) encouraging the inclusion and access of support persons accompanying people with disabilities
- c) waiving fees for support persons assisting patrons
- d) permitting service animals to assist patrons and provide alternative accommodation when an animal is disallowed under the law

The library will make every effort to communicate with patrons in a manner that enables the use of services and programs by providing:

- a) reasonable notification of all interruptions that especially relate to the provision of services and program for people with disabilities
- b) information on the provision of customer service for people with disabilities and accessible services and programs

The library provides training on how to provide customer service to people with disabilities, to:

- a) those who participate in developing policies and procedures on the provision of service to the public
- b) every person who deals with the public on behalf of the library
- c) new workers who deal with the public on behalf of the library