

Georgina Public Library Board Policy Manual

Policy Title: Accessibility Standards for Customer Service

Policy Statement

Through the establishment of the Accessibility Standards for Customer Service policy and supporting procedures and practices that respect the dignity and independence of persons with disabilities, the Georgina Public Library is reflecting its commitment to sound governance, accountability and focus on service excellence in fulfilling its mission to always strive to meet or exceed expectations.

Purpose

The Georgina Public Library is committed to giving people with disabilities the same opportunity to access goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers. To ensure support for and compliance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and relevant regulations, the Georgina Public Library will make reasonable efforts to ensure that it provides accessible customer service to people with various kinds of disabilities and respects the core principles of independence, dignity, integration and equal opportunity, as defined herein.

In compliance with the legislation, the Georgina Public Library Board adopts the Town of Georgina's Accessibility Standards for Customer Service Policy, and its accompanying programs and statements, as amended from time to time.

POLICY HISTORY:	
Initial Draft	November 18, 2010
Draft Presentation Review	
Board Presentation:	November 18, 2010
Board Adoption:	November 18, 2010