



TBL's Accessible Customer Service Policy 2017

Providing Services to People with Disabilities

Our Mission

The mission of TBL is to enrich the lives of persons with blindness or print disability by providing and promoting accessible, high quality, Christian audio material.

Our Commitment (Purpose)

As we fulfill our mission at TBL, we are committed to provide our services in a way that respects the dignity and independence of all our supporters. We will strive to give everyone full and equal access to our facilities, services and information regardless of their level of ability.

1. Providing goods and services to people with disabilities

TBL is committed to excellence in serving all customers including people with disabilities and we will carry out our function and responsibilities in the following areas:

Communication

We will communicate with people with disabilities in ways that take into account their disability.

We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.



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Telephone services

We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.

We will offer to communicate with customers by alternate methods (e-mail, direct mail) if telephone communication is not suitable to their communication needs or is not available.

Billing

We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following formats upon request: hard copy, large print, etc. We will answer any questions customers may have about the content of the invoice by telephone, direct mail or email or any other service that is available.

2. Use of service animals and support persons

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

We are committed to welcoming people with disabilities who are accompanied by a support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

3. Notice of temporary disruption

TBL will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for



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the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

When disruptions occur, TBL will provide notice at the front desk and main entrance on our premises and any other method that may be reasonable under the circumstances.

4. Training for staff

TBL will provide training to all staff, volunteers, board members and others who deal with the public or third parties on their behalf, and all those who are involved in the development and approvals of customer service policies and procedures. Training will be provided as soon as possible. Individuals in all departments within the organization will be trained based on the needs of the duties of their position/location.

This training will be provided to new employees, volunteers, agents and/or contractors who deal with the public or act on our behalf during orientation.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or support person
- What to do if a person with a disability is having difficulty in accessing TBL's goods and services
- TBL's policies, practices and procedures relating to the customer service standard

Applicable staff and volunteers will be trained on policies, practices and procedures that affect the way goods and services are provided to people



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with disabilities. Staff and volunteers will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

5. Feedback process

The ultimate goal of TBL is to meet and surpass supporter expectations while serving supporters with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Information about the feedback process will be readily available to all customers and notice of the process will be made available in hard copy and on our website.

Feedback regarding the way TBL provides services to people with disabilities can be made:

By Email:

info@talkingbooklibrary.org

By Mail:

Talking Book Library
PO Box 700
3844 Stouffville, ON L4A 7Z9

In Person:

Talking Book Library
3844 Stouffville Road
Stouffville, ON L4A 7X5

By Phone:

Talking Book Library
905-640-8825