



Procedure: AODA 2005 – Feedback Process
Procedure No: 2014-02
Application: All Staff
Relevant Policies: Accessible Customer Service & Integrated Accessibility Standards
Date: September 2014
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PURPOSE

The purpose of this procedure is to establish guidelines for receiving and responding to feedback about the manner in which services or goods are provided to persons with disabilities.

PROCEDURE

Application

This procedure applies to all Staff.

General

The creation of this procedure is a requirement of the *Accessibility Standards for Customer Service Ontario Regulation 429/07* and the *Integrated Accessibility Standards Ontario Regulation 191/11* of the AODA 2005.

Guidelines

How to Receive Feedback:

- All feedback, regarding accessibility shall be forwarded to the Chief Librarian or designate for review and action.
- Feedback may be received in the following ways:
 - In person to the Chief Librarian or designate, during normal business hours (9:00 a.m. to 5:00 p.m.);
 - By telephone to the Chief Librarian or designate;
 - In writing to the Chief Librarian or designate at the Library's Administration mailing address;
 - By electronic mail to accessibility@innisfil.library.on.ca;
 - By any other means of communication to the Chief Librarian or designate.
- Feedback forms are available at all Library facilities and on the Library's website.
- Website is to allow for online submissions.

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- The ability to submit feedback is promoted on the Library website and in all Library facilities.

How to Respond to Feedback:

- The Chief Librarian or designate must complete *Record of Feedback Form*.
- The Chief Librarian or designate will acknowledge receipt of feedback within two (2) business days.
- The Chief Librarian or designate will determine appropriate action:
 - Forward to Manager.
 - Contact person submitting feedback for additional information.
 - Contact employee, if identified, for additional information.
- The Chief Librarian or designate will review barriers identified in the feedback and
 - Must determine if it is feasible (economically, physically) to remedy the barrier. It may not be feasible to eliminate all barriers.
 - If feasible, a plan to remedy the barrier must be developed.
 - This plan will include a timeline, costs, and delegation of responsibilities.
 - Decisions regarding feasibility of addressing feedback must be made within:
 - 5 to 10 business days if no plan needs to be developed.
 - 15 to 30 business days where a plan is required.
 - 30 business days or more where a plan is required, or significant additional information is necessary which requires extensive details (i.e. outside quotes are required, Request for Proposals are required, etc.).
- The Chief Librarian or designate must advise the Board of the decision and the reasons for it.
- Where the response is to exceed ten (10) business days, an update must be provided to the Board and the IAAC.
- The Chief Librarian or designate must advise the person who submitted the feedback of the decision and the reasons for it, or provide an update.

How to Make the Feedback Process Public:

- Feedback forms and processes are to be advertised:
 - At all Library facilities;
 - On the Library's website;
 - Through regular notices (monthly) or on the Town Page;

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- In Library publications (i.e. monthly brochures, recreation guides).
- Advertising is to be available in alternate formats.
- Advertising is to include information about the different methods of submitting feedback.
- Advertising shall note that personal information is optional.
- Advertising shall explain that the Chief Librarian or designate, is responsible for receiving all feedback.
- Advertising shall explain that an acknowledgment will be received within two (2) business days.

Associated Documents:

- Customer Feedback Form;
- Customer Feedback on Accessibility for Ontarians with Disabilities Form;
- Record of Customer Service Feedback as per Accessibility for Ontarians with Disabilities Act 2005 Form.

Prepared September 2014

