

LIBRARY POLICY MANUAL	SECTION: 03 LIBRARY SERVICES
	SUBJECT: ACCESSIBILITY POLICY

Purpose: The Accessibility for Ontarians with Disabilities Act (AODA) 2005 imposes a legal duty on organizations to achieve accessibility. The Act lays the framework for the development of province-wide regulations on accessibility, which, at present, are the Ontario Regulation 429/07 *Accessibility Standards for Customer Service* and Ontario Regulation 191/11 *Integrated Accessibility Standards Regulation*. St. Thomas Public Library meets the obligations set out in the Act and the accompanying regulations, in partnership with the City of St. Thomas.

Organizational Commitment: St. Thomas Public Library establishes practices and procedures that respect the dignity and independence of persons with disabilities. People with disabilities will benefit from opportunities for involvement with, and service of, the Library afforded to all others.

Responsibilities: For the purposes of AODA, the Library provides services on behalf of the City of St. Thomas and therefore is considered, along with the City, to be a “small designated public sector organization with fewer than 50 employees” as defined within the Integrated Accessibility Standards Regulation (IASR). The Library complies with the obligations for this sector as set out in the AODA regulations.

The Board ensures that the Library complies with the spirit, principles and intent of AODA and designates the Chief Executive Officer (CEO) as the individual accountable for the organization’s compliance with legislation.

The CEO will ensure that policies and procedures comply with the AODA and any regulations made under the AODA.

Accessibility Plan: The Library will work with the City to establish, implement, maintain and document a multi-year accessibility plan which will outline the Library’s strategy to prevent and remove barriers.

The process of developing the accessibility plan will be done in consultation with persons with disabilities.

The plan will be in place by January 2014, and reviewed and updated at least once every five years.

The plan will be posted on the Library's website and be provided in accessible format upon request.

Policies and Procedures:

Library policies will incorporate practices which support accessibility. In accordance with the *Integrated Accessibility Standard* Ontario Regulation 191/11 of the AODA, accessibility will be addressed in four main areas:

- a. The Library complies with the Corporation of the City of St. Thomas municipal purchasing policy, which includes accessibility criteria for procuring or acquiring goods, services, or facilities
- b. the Library's website will include accessibility provisions
- c. the Library works with the City of St. Thomas to develop human resource policies that will address training on AODA regulations and the Ontario Human Rights Code, accommodation for applicants, support for employees, accommodation plans, and career development and advancement.
- d. the collection management policy will address the availability of materials in accessible formats

In accordance with the Accessibility Standards for Customer Service Ontario Regulation 429/07 of AODA, the Library maintains a policy on accessible customer service.

Communication: The Library shall make its communications available, upon request, in accessible formats for persons with disabilities and make public aware of the availability of communication support. In this context, the types of communications include:

- a. policies,
- b. accessibility plans,
- c. emergency procedures, plan and public safety information prepared for the public,
- d. forms, surveys and other tools used to gather feedback,
- e. information on collections/materials in accessible format, and
- f. employment standards.

Accessible Formats:

Accessible formats of the library's communications shall be made available:

- a. in a timely manner,
- b. at a cost that is no more than the regular cost charged to others for the communications, and
- c. in consultation with the person making the request.

Related Documents:

- Policy # 03-07-1 Corporate Accessibility Policy – City of St. Thomas Policy
- Policy # 03-08 Accessible Customer Service - St. Thomas Public Library Policy
- Policy # 03-09 Accessibility Standards for Customer Service – City of St. Thomas Policy
- Accessibility for Ontarians with Disabilities Act, 2005. S.O. c.11
- Accessibility Standards for Customer Service, Ontario Regulation 429/07
- Integrated Accessibility Standards, Ontario Regulation 191/11

APPROVED: April 16, 2014		REFERENCE: Board Meeting April 16, 2014
EFFECTIVE DATE: APRIL 16, 2014	SUPERCEDES DATE: OCTOBER 16, 2013	REVIEW DATE: APRIL 2018