

# Madawaska Valley Public Library Policy Manual

Policy Type: Operational

Policy Number: OP-17

Policy Title: Accessibility in the Library

Initial Approval Date: April 2017

Last Review Date: October, 2023

Review Date: October 2024

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## Objective

To establish guidelines on how the Madawaska Valley Public Library (the Library) will meet the obligations set out in the *Accessibility for Ontarians with Disabilities Act (AODA) 2005* (the Act) and the accompanying regulations, in partnership with the Township of Madawaska Valley.

## Scope

The *Accessibility for Ontarians with Disabilities Act (AODA) 2005* (the Act) 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*.

## Section 1: Statement of Organizational Commitment to meet accessibility needs of persons with disabilities.

The Library establishes and implements practices and procedures that respect the dignity and independence of persons with disabilities. The Library is committed to ensuring that each staff member, volunteer and client receives equitable treatment with respect to employment and services without discrimination, and receives accommodation where required in a timely manner, *to the point of undue hardship*, and in accordance with the *Ontario Human Rights Code* and the AODA and its regulations.

## Section 2: Responsibilities

1. For the purposes of AODA, the Library provides services on behalf of the municipality, and therefore is considered, along with the municipality, 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, where feasible.
2. The Township of Madawaska Valley Public Library Board (the Board) ensures that the Library complies with the spirit, principles and intent of AODA and designates the Chief Executive Officer (the CEO) as the individual accountable for the organization’s compliance with legislation.
3. The CEO will ensure that policies and procedures comply with the AODA and any regulations made under the AODA.

## Section 3: The Accessibility Plan

1. The Library may work with the township to establish, implement, maintain and document a multi-year accessibility plan that will outline the library’s strategy to prevent and remove barriers.

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2. The process of developing the accessibility plan may be done in consultation with persons with disabilities.
3. The plan will be in place as soon as feasible upon approval of this policy, and will be reviewed and updated at least once every five years.
4. The plan may be posted on the library's website and may be provided in accessible format, upon request.

## **Section 4: Policies and Procedures**

1. The Library's 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 purchasing policy will include accessibility criteria for procuring or acquiring goods, services or facilities, where feasible.
  - b) The Internet services policy will include accessibility provisions with respect to the library's website
  - c) The human resources policies will address training on AODA regulations and the *Ontario Human Rights Code*, accommodation for job applicants, support for staff members, accommodation plans, and career development and advancement
  - d) The collection development policy will address the availability of materials in accessible formats, where feasible.
2. In accordance with the Accessibility Standards for Customer Service Ontario Regulation 429/07 of AODA, the Library maintains a policy on accessible customer service.

## **Section 5: Communication**

1. The Library may make its communication available, upon request, in accessible formats for persons with disabilities and make the 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.
2. Accessible formats of the Library's communications shall be made available, upon request:
  - a) In a timely manner
  - b) At a cost that is no more than the regular cost charged to others for the communications, if applicable, and
  - c) In consultation with the person making the request.

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### **Related Documents:**

**Accessibility for Ontarians with Disabilities Act, 2005. c.11**

**Accessibility Standards for Customer Service, Ontario Regulation 429/07**

**Integrated Accessibility Standards, Ontario Regulation 191/11**