

Acceptance Date:	November 24, 2009	Resolution #:	09-120	Reference #	BPL-09-03
Revision Date:	October 20, 2015 October 11, 2016	Resolution #:	No Change No Change	Approved by:	Brampton Library Board

BRAMPTON LIBRARY

Corporate Accessibility Policy

Purpose

The commitments in this policy are intended to address the legislated requirements of the ***Accessibility for Ontarians with Disabilities Act (AODA), 2005*** and its regulations, as they apply to the Brampton Library and to ensure that accessibility remains a priority in the Brampton Library's decision-making process as well as the development and review of corporate policies, procedures and guidelines.

Policy Statement

The Brampton Library remains committed to eliminating barriers for the public we serve as well as for our employees. We promote an inclusive, respectful and caring environment where Library programs, services and facilities are available to everyone, including persons with disabilities.

The Brampton Library recognizes the fundamental importance of developing, implementing and enforcing standards in a timely manner in order to achieve accessibility for Ontarians with disabilities.

In effort to achieve our accessibility goals, the Brampton Library is committed to the establishment, implementation, maintenance and enhancement of accessibility with respect to employment and the use of all Brampton Library goods, services, programs and facilities that:

- Respects the individuals dignity and independence;
- Ensures reasonable efforts are made so that people with disabilities receive services of the same quality that others receive; and
- Allows individuals with disabilities to benefit from the same services, in the same place, and in a similar way to others, to the greatest extent possible.

This policy is intended to benefit the full range of persons with disabilities, as defined in the Ontario Human Rights Code.

Legislative Authority

The Accessibility for Ontarians with Disabilities Act, 2005 received Royal Assent on June 13, 2005. This Act applies to public and private sector organizations and mandates the development, implementation and enforcement of accessibility standards and regulations. The first standard to become law was the ***Accessible Customer Service Standard*** followed by the

Integrated Accessibility Standards Regulation which focused on accessibility issues relating to employment, transportation, design of public space and information and communications. The following requirements are intended to support the purpose and application of the Ontario Human Rights Code. At no time will this policy replace or supersede the rights afforded to persons with disabilities under the Code.

Scope

This policy applies to Brampton Library's:

- Customers
- Employees
- Volunteers
- Visitors
- Applicants for employment with the Brampton Library who may require employment accommodation through the recruitment, assessment, selection and hiring process
- Contractors and subcontractors engaged by the Brampton Library

Requirements

General

- a) **Accessibility Plan:** The Library has developed, implemented, and documented a multi-year accessibility plan outlining a corporate strategy for identifying, removing and preventing barriers to meet the requirements set out in the AODA and its regulations. The plan will be posted on the Library's website and made available in an accessible format as soon as possible, upon request. The plan will be reviewed annually.
- b) **Accessibility Report:** The Library has prepared and filed an accessibility status report on progress and measures taken to implement the multi-year accessibility plan and steps taken to comply with the Integrated Accessibility Standard regulation.
- c) **Procurement:** Criteria for accessibility design and features are incorporated into relevant policies, procedures, and/or proposals with respect to the procurement of goods, services or facilities. Where applicable, preference is given to goods, services and/or facilities that are accessible. Where accessibility is not practicable, an explanation will be provided upon request.
- d) **Self-Service Kiosks:** If the Library designs, procures or purchases self-service kiosks, consideration will be given to the accessibility features of such machines to make the kiosks accessible to widest range of users. Preference will be given to machines that are accessible.

- e) **Training:** Training will be provided to all paid employees and volunteers on the requirements of the AODA and its regulations, and on the Human Rights Code, as it pertains to persons with disabilities. Training will take place as soon as practicable and upon completion, the Library will keep a record of the training provided, including the name of the person, the method of the training and the date the training was provided.

Accessible Information and Communications

- a) **Feedback:** The Brampton Library has a process in place for receiving and responding to feedback and will ensure that those processes are accessible for persons with disabilities by providing, or arranging for, the provision of accessible formats and communication supports upon request.
- b) **Accessible Formats:** The Brampton Library will, upon request, provide, or arrange for the provision of, any of its documents in an accessible format or communication support. When providing accessible formats, the Library will take into account the person's disability and individual communication needs by consulting the person directly.
- c) **Accessible Websites and Web Content:** The Brampton Library will make its website, and web content, conform to the Worldwide Web Consortium's Web Content Accessibility Guidelines on or before the compliance deadlines.
- d) **Public Libraries:** The Library will make information about the availability of accessible materials publicly available and shall provide the information in an accessible format or with appropriate communication supports, upon request.

Accessible Customer Service

- a) **Assistive Devices:** Persons with disabilities are welcomed to use their own assistive device for the purpose of obtaining or using Library services.

Exceptions may occur in situations where the Library has determined that the assistive device may pose a risk to the health and safety of the person with a disability or to the health and safety of others on Library premises. In these situations, the Library may offer a person with a disability other reasonable measures to assist him or her in obtaining and using Library services, where the Library has such other measures available.

Where Library owned assistive devices are available, designated staff will be knowledgeable of their presence and trained in the application and use of the devices.

- b) **Assistive Services:** The Library provides additional services for people with disabilities including but not limited to:
- material in alternate formats
 - accessible computer workstations
 - TTY telephone service
 - Staff assistance to retrieve materials
- c) **Communication:** When communicating with a person with a disability, Library staff will do so in a manner that takes into account the person's disability.
- d) **Fees:** Persons with disabilities will not be charged more to access Library programs or services.
- e) **Service Animals:** Persons with disabilities are welcome to enter Library premises accompanied by a service animal and keep the animal with them, when accessing goods and services provided by the Brampton Library, unless superseded by other legislation.

If it is not readily apparent that the animal is a service animal, and complaints are received from other customers, Library staff may ask the customer for confirmation of the animal's accreditation.

It is the responsibility of the person with a disability to ensure that his or her service animal is kept in control at all times.

- f) **Notice of Service Disruptions:** In the event of a planned service disruption to facilities, services or systems that are relied upon by persons with disabilities to access Brampton Library goods or services, notice of the disruption shall be provided in advance (i.e. elevators, TTY, Accessible Workstations).

Notice will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities, services or systems that may be available.

Notice may be given by posting the information in a conspicuous place on library premises (i.e. on the door to the premises), on the library web site or by such other method as is reasonable under the circumstances.

In the event of an unexpected disruption, notice will be provided as soon as possible.

- g) **Support Persons:** A person with a disability is welcome to enter the Library premises with a support person and have access to the support person while on the premises. A support person, when assisting a person with a disability to obtain or use Library services, will be permitted to attend Library programs at no charge where an admission fee is applicable.

Accessible Workplace

Scope: The requirements found in this section only apply to paid employees of the Brampton Library. They do not apply to volunteers.

- a) **Recruitment:** The Brampton Library will provide written notification to employees and the public of the availability of accommodations for persons with disabilities, upon request, throughout the hiring process, including:
- All employment postings
 - Upon participation in the interview process
 - When an offer of employment is made

When arranging for the provision of accommodations, the Library will consult with the applicants to determine their specific accessibility needs.

- b) **Informing Employees of Supports:** The Brampton Library will inform all employees of its policies and procedures used to support employees with disabilities, including, but not limited to, the provision of workplace accommodations. In doing so, the Library will provide this information to new employees during their workplace orientation training.
- c) **Accessible Formats and Communication Supports for Employees:** When requested, the Brampton Library will consult the employee with a disability when providing, or arranging for the provision of, accessible formats or communication supports for information related to the employee's job performance, and information generally provided to all employees.
- d) **Workplace Emergency Response Information:** Where an employee has a disability and the Library is aware of his or her need for accommodation, an individualized emergency response plan will be developed for the employee. This will be done as soon as possible after the Library becomes aware of the need for accommodation.

If the employee who receives an individual workplace emergency response plan requires assistance, with the employee's consent, the Library will provide the workplace emergency information to the person designated by the Library to provide assistance to the employee.

- e) **Individualized Accommodation Plans:** The Library will establish a written policy for the development of individualized accommodation plans for employees with disabilities.

Individual accommodation plans will include information about accessible formats and communication supports if they have been requested, the employee's individualized workplace emergency response plan where one has been identified and any other accommodation that is to be provided.

- f) **Return to Work Process:** The Library will develop, and have in place, a return-to-work process for employees who have been absent due to a disability, and require workplace accommodations in order to return to work.

The process will document the steps the Library will take to facilitate the return to work and include an individual accommodation plan.

- g) **Performance Management, Career Deployment and Redeployment:** The Library will take into consideration the accessibility needs of employees with disabilities, and all individualized accommodation plans, of its employees with disabilities when providing career development and advancement opportunities, performance management and when considering redeploying of an employee with a disability.

Responsibility

All employees, volunteers, contractors and subcontractors, any other person acting on behalf of the Brampton Library and persons involved in the creation of Brampton Library policies are responsible for adhering to and following the commitments set out in this policy.

Definitions

“Accessible Formats” may include but are not limited to, large print, recorded audio and electronic formats, Braille and other formats usable by persons with disabilities.

“Accommodation” means that special arrangements made or assistance provided so that persons with disabilities can participate in the experiences available to persons without disabilities. Accommodation will vary depending on the person’s unique needs.

“Communication Supports”: may include, but are not limited to captioning, alternative and augmentative communication supports, plain language, sign language, and other supports that facilitate effective communications.

“Communications” means the interaction between two or more persons or entities, or any combination of them, where information is provided, sent or received.

“Dignity” means service is provided in a way that allows the individual to maintain self-respect and the respect of other persons.

“Disability” means:

- any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, or physical

reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;

- a condition of mental impairment or a developmental disability;
- a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- a mental disorder, or;
- an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997-*section 10 Ontario Human Rights Code, 1990*

“Equal Opportunity” means service is provided to individuals in such a way that they have an opportunity to access goods or services equal to that given to others.

“Independence” means when a person is able to do things on their own without unnecessary help or interference with from others.

“Information” includes data, facts and knowledge that exist in any format, including text, audio, digital or images and that convey meaning.

“Integration” means service is provided in a way that allows the individuals to benefit from equivalent services, in the same place, and in the same or similar way, as other individuals, unless an alternate measure is necessary to enable the individuals to access goods or services.

“Performance Management” means assessing and improving employee performance, productivity, and effectiveness with the goal of facilitating employee success.

“Reasonable Efforts” means taking approaches that meet the required needs of the individual.

“Redeployment” means assigning an employee to another job or department, within the organization, as an alternative to layoff, when a particular job or department has been eliminated within the organization.

“Service Animal”, as defined in *Ontario Regulation 429/07*. An animal is a service animal for a person with a disability if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

“Support Person”, as defined in *Ontario Regulation 429/07*. A support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods or services.

“Timely Manner” means an action or task performed and accomplished in an appropriate time frame, as determined by the staff identified in the corresponding procedure.

References and Related Documents

- Ontarians with Disabilities Act, 2001
- Accessibility for Ontarians with Disabilities Act, 2005.
- Ontario *Human Rights Code*
- Accessibility Standards for Customer Service - Ontario Regulation 429/07
- Integrated Accessibility Standards, O. Reg. 191/11

This policy will be reviewed annually and will be revised in light of any legislative changes as necessary. This policy is available in an alternative format upon request.