



# 2012 -2017 Accessibility Multi-Year Plan

The Integrated Accessibility Standards Regulation (IASR) under the Accessibility for Ontarians with Disabilities Act (AODA) requires the Brampton Library to develop a multi-year plan every five (5) years to prevent and remove barriers for persons with disabilities. Every five (5) years, the Brampton Library sets a course to prevent, identify and remove barriers for persons with disabilities. Through its multi-year accessibility plan, the Brampton Library aims to become barrier-free by 2025. This includes complying with the following accessibility standards in Customer Service, Employment, Design of Public Space and Information and Communications.



## Brampton Library – Accessibility Plan 2012-2017

<b>AODA CUSTOMER SERVICE STANDARD</b>				
<b>Legislative Requirement</b>	<b>Description</b>	<b>Compliance Date</b>	<b>Status</b>	<b>Actions Taken</b>
AODA- Customer Service Standard Policy	Establish policies, procedures and practices for providing goods and services to persons with disabilities, and posting these in the reception area and on the Corporate Website.	2010	Completed	Customer Service Policy approved in 2009 and revised in 2012.  The policy is currently posted on our public website as well as intranet (LIZ).
AODA Customer Service Training	Provide accessibility awareness, AODA and customer service standard training to all staff who interact, or may interact with persons with disabilities on behalf of the Library or are involved in the creation and implementation of policies, practices and procedures for the Library.	2010	Completed	Existing employees were trained on the Customer Service Standard in 2009.  All new hires are trained during orientation.
AODA Customer Service Training Tracking	Track attendance for accessibility training courses.	2010	Completed	AODA training attendance records are maintained in HR in employee files.

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<b>AODA CUSTOMER SERVICE STANDARD CONTINUED</b>				
<b>Legislative Requirement</b>	<b>Description</b>	<b>Compliance Date</b>	<b>Status</b>	<b>Actions Taken</b>
AODA Customer Service Standard Compliance Report	Report compliance to the customer service standard on the Accessibility Compliance Reporting tool at Service Ontario's One-Source for Business website.	2010	Completed	Report filed.
<b>IASR GENERAL REQUIREMENTS</b>				
<b>Legislative Requirement</b>	<b>Description</b>	<b>Compliance Date</b>	<b>Status</b>	<b>Actions Taken</b>
IASR Establishment of Accessibility Policy	Develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements referred to in the IASR. Post on Brampton Library Site, LIZ and make publicly available in alternate format upon request.	2013	Completed	Board approved- November 2013.  Corporate Accessibility policy posted on Brampton Library website and intranet.  Alternate formats available upon request.

## Brampton Library – Accessibility Plan 2012-2017

IASR GENERAL REQUIREMENTS				
Legislative Requirement	Description	Compliance Date	Status	Actions Taken
Accessibility Plan	<p>Establish, implement, maintain and document a multi-year accessibility plan which outlines the Library’s strategy to prevent and remove barriers and meet its requirements under the IASR</p> <p>Establish, review and update accessibility plans in consultation with persons with disabilities and if established an Accessibility Advisory Committee, shall consult with the committee.</p>	2013	Completed	<p>Accessibility Plan approved by CEO.</p> <p>Plan reviewed with Brampton Accessibility Advisory Committee (November 2013)</p> <p>Plan posted on Brampton Library website and on intranet.</p>
Procuring or Acquiring Goods, Services or Facilities	<p>Incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so. Provide explanation upon request.</p>	2013	Completed	<p>Practice is incorporated by Facility Coordinator.</p> <p>Brampton Library’s Purchasing Policy mirrors the City of Brampton Policy.</p>

## Brampton Library – Accessibility Plan 2012-2017

IASR GENERAL REQUIREMENTS CONTINUED				
Legislative Requirement	Description	Compliance Date	Status	Actions Taken
Accessible Self-Service Kiosks	Incorporate accessibility features when designing, procuring or acquiring self-service kiosks.	2013	Completed	The Brampton Library currently has self-service kiosks at library branches with accessible features and will comply with this requirement on a go forward basis.
IASR Training	<p>Ensure that training is provided on the requirements of the accessibility standards referred to in the IASR and on the Human Rights Code as it pertains to persons with disabilities to:</p> <ul style="list-style-type: none"> <li>a) All Employees and volunteers</li> <li>b) All persons who participate in developing the Library's policies</li> <li>c) All other persons who provide goods, services, or facilities on behalf of the Library</li> </ul>	2014	Completed	<p>General and specialized training completed.</p> <p>New members to be trained upon hire.</p>

## Brampton Library – Accessibility Plan 2012-2017

IASR INFORMATION AND COMMUNICATIONS REQUIREMENTS				
Legislative Requirement	Description	Compliance Date	Status	Actions Taken
Accessible Customer Feedback Forms	If a feedback process is in place to receive and respond to feedback from customers, the Library will ensure that the processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports, upon request. The feedback process will be publicly advertised so that customers are aware of the feedback process.	2014	Completed	<p>Accessible feedback process has been advertised on the Brampton Library website and through large print posters advertised in the Library branches.</p> <p>Feedback can be received in a variety of formats, by phone, email, mail or in-person by completing a paper feedback form.</p> <p>Staff will be trained on how to effectively address all feedback customers with disabilities.</p>

## Brampton Library – Accessibility Plan 2012-2017

IASR INFORMATION AND COMMUNICATIONS REQUIREMENTS CONTINUED				
Legislative Requirement	Description	Compliance Date	Status	Actions Taken
Accessible Formats and Communication Supports- Public	<p>Except as otherwise provided, the Library shall, upon request, provide or arrange for the provision of accessible formats and communication supports for persons with disabilities:</p> <p>a) In a timely manner that takes into account the persons accessibility needs due to a disability</p> <p>b) At a cost that is no more than the regular cost charged to other persons</p> <p>The public must be made aware of the accessible formats and communication supports.</p>	2014	Completed	Accessible formats and communication supports are advertised including information on our accessible services, programs and technologies via the Brampton Library website.

## Brampton Library – Accessibility Plan 2012-2017

<b>IASR INFORMATION AND COMMUNICATIONS REQUIREMENTS CONTINUED</b>				
<b>Legislative Requirement</b>	<b>Description</b>	<b>Compliance Date</b>	<b>Status</b>	<b>Actions Taken</b>
Emergency procedures, plans and public safety information	If an obligated organization prepares emergency procedures, plans or public safety information and makes the information available to the public, the obligated organization shall provide the information in an accessible format or with appropriate communication supports, upon request.	2012	Completed	Emergency procedures, plans and public safety information are available in accessible format upon request.
Accessible Websites and Web Content	The Library shall make its internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA.	2014 for Level A and, 2021 for Level AA	Completed	Level A requirements have been met and the Brampton Library is currently working towards meeting Level AA requirements.



## Brampton Library – Accessibility Plan 2012-2017

IASR INFORMATION AND COMMUNICATIONS REQUIREMENTS CONTINUED				
Legislative Requirement	Description	Compliance Date (year)	Status	Actions Taken
Public Libraries	The Library shall 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. Provide access to or arrange for provision of access to accessible materials where they exist.	2013	Completed	<p>Collections are offered in various formats.</p> <p>Homebound services are offered for individuals who are unable to come into a library branch and various collections are offered to retirement homes and long-term care facilities.</p> <p>A member of the CNIB Partners program, the Library provides free access to the CNIB's circulating collections and Daisy audio books and access to Victor Classic Daisy readers.</p> <p>Adaptive technologies are provided at various branches and information about availability of these services are advertised on the public Library website</p>

## Brampton Library – Accessibility Plan 2012-2017

<b>IASR EMPLOYMENT REQUIREMENTS</b>				
<b>Legislative Requirement</b>	<b>Description</b>	<b>Compliance Date (year)</b>	<b>Status</b>	<b>Actions Taken</b>
Recruitment: General	The Library shall notify employees and the public about the availability of accommodation for applicants with disabilities in the recruitment process.	2014	Completed	Brampton Library external and internal job postings include statements that support accessibility accommodations.
Recruitment: Assessment or Selection Process	During a recruit process, the Library shall notify applicants, where they are individually selected to participate in an assessment/ selection process that accommodations are available upon request in relation to the materials or processes to be used.	2014	Completed	Brampton Library candidates are advised by the Human Resources team of availability of accommodation supports for candidates with disabilities.
Notice to Successful Candidates	The Library, when making offers of employment will notify the successful applicant of its policies for accommodating employees with disabilities.	2014	Completed	Revisions have been made to the offer letters to include a provision on accommodations for employees with disabilities.

## Brampton Library – Accessibility Plan 2012-2017

IASR EMPLOYMENT REQUIREMENTS CONTINUED				
Legislative Requirement	Description	Compliance Date (year)	Status	Actions Taken
Informing Employees of Supports	The Library shall inform its employees of its policies used to support its employees with disabilities including but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs to due to disability	2014	Completed	Existing employees have been notified of changes to the policies and procedures through the AODA- IASR training.  New employees will be advised of the policies and procedures during orientation.
Accessible Formats and Communication Supports for Employees	Where an employee with a disability requests it, the Library shall consult with the employee to arrange for the provision of accessible formats and communication supports for: a) Info that is needed to in order to perform the employee's job and ; b) Info that is generally available to employees in the workplace	2014	Completed	New procedure has been created and posted on Brampton Library intranet.  Existing employees have been notified via the AODA-IASR training.  New employees will be advised during orientation.

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<b>IASR EMPLOYMENT REQUIREMENTS CONTINUED</b>				
<b>Legislative Requirement</b>	<b>Description</b>	<b>Compliance Date (year)</b>	<b>Status</b>	<b>Actions Taken</b>
Workplace Emergency Response Information	The Library shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability.	2012	Completed	<p>A Workplace Emergency Response Plan program has been launched and advertised on Brampton Library intranet.</p> <p>Employees have been notified through an email announcement.</p>
Documented Individual Accommodation Plans	The Library shall develop and have in a place a written process for the development of documented individual accommodation plans for employees with disabilities.	2014	Completed	<p>An internal procedure has been created to encompass a detailed accommodation process for employees with disabilities which comply with relevant legislation.</p> <p>Existing employees have been notified via the AODA-IASR training.</p> <p>New employees will be advised during orientation.</p>

## Brampton Library – Accessibility Plan 2012-2017

<b>IASR EMPLOYMENT REQUIREMENTS CONTINUED</b>				
<b>Legislative Requirement</b>	<b>Description</b>	<b>Compliance Date (year)</b>	<b>Status</b>	<b>Actions Taken</b>
Return to Work Process	The Library shall develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability related accommodations in order to return to work and shall document the process	2014	Completed	In addition to current procedures, a return to work policy has been created to further demonstrate the Library's commitment to return-to-work process for employees who are disabled from work or non-work related illnesses or injuries.  Existing employees have been notified via the AODA-IASR training. New employees will be advised during orientation.
Performance Management	As the Library uses performance management, it shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities	2014	Completed	A new performance management procedure has been created to ensure accessible performance management processes.  Existing employees have been notified via the AODA-IASR training.  New employees will be advised during orientation.

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<b>IASR EMPLOYMENT REQUIREMENTS CONTINUED</b>				
<b>Legislative Requirement</b>	<b>Description</b>	<b>Compliance Date (year)</b>	<b>Status</b>	<b>Actions Taken</b>
Career Development and Advancement	The Library shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities	2014	Completed	In-house training programs and materials will be converted into accessible formats or with appropriate communication supports upon request.
Redeployment	The Library shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, with redeploying employees with disabilities	2014	Completed	As per collective agreement

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<b>IASR Design of Public Space Requirements</b>				
<b>Legislative Requirement</b>	<b>Description</b>	<b>Compliance Date (Year)</b>	<b>Status</b>	<b>Actions Taken</b>
Design of Public Space	To be reviewed	2016	In progress	Currently in review