



Accessibility for Individuals with a Disability Policy

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Definitions

A.O.D.A.: Accessibility for Ontarians with Disabilities Act

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.

Assistive Devices: are any products, instruments, equipment or technological aids used by persons with disabilities to help prevent, compensate, relieve or neutralize a disability. They may include Braille recorders, recording devices, Bliss symbolics boards or devices, and more.

Barrier: is anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

Board: Huntsville Public Library Board

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

Disability:

- 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, deafness or hearing impediment, muteness or speech 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,

Kiosk: an interactive electronic terminal, including a point-of-sale device, intended for public use that allows users to access one or more services or products or both.

Library: Huntsville Public Library

Planned Service Disruption: a scheduled shutdown or closure of a library facility, programme or service which may result in a reduction or change to a service level.

Service Animal: refers to an animal used by a person for reasons relating to his or her disability. An animal is a service animal for a person with a disability if,

- the animal can be readily identified as one that is being used by the person for reasons relating to the person's disability, as a result of visual indicators such as the vest or harness worn by the animal; or
- the person provides documentation from one of the following regulated health professionals confirming that the person requires the animal for reasons relating to the disability:
 - A member of the College of Audiologists and Speech-Language Pathologists of Ontario;
 - A member of the College of Chiropractors of Ontario;
 - A member of the College of Nurses of Ontario;
 - A member of the College of Occupational Therapists of Ontario;
 - A member of the College of Optometrists of Ontario;
 - A member of the College of Physicians and Surgeons of Ontario;
 - A member of the College of Physiotherapists of Ontario;
 - A member of the College of Psychologists of Ontario; or
 - A member of the College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario. O. Reg. 165/16, s. 16

Support person: in relation to a person with a disability, is another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods, services or facilities.

Town: Town of Huntsville

Purpose

The Huntsville Public Library is committed to providing Library services that are accessible to all persons who wish to obtain and use Library services. Library services will be relevant, inclusive and responsive to community needs. Each member of the community, including persons with disabilities, has an equal opportunity to use and/or to be employed by the Huntsville Public Library. All library services will be provided in a manner that respects the dignity and independence of persons with disabilities. The Library will strive to provide library services in a way that meets the specific needs of

persons with disabilities and in a way that is convenient and accessible to persons with disabilities.

The Huntsville Public Library will provide communication supports and accessible formats and it will incorporate accessibility design, criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so.

The Huntsville Public Library is committed to providing employment accommodation processes for library employees and job applicants in compliance with the Town of Huntsville Human Resources Policy. The Library will notify its employees and the public about the availability of accommodation for job applicants and for employees with disabilities.

The Library will meet the accessibility needs of persons with disabilities in a timely manner. When communicating with a person with a disability, the Library will do so in a manner that takes into account the person's disability.

The purpose of this policy is to ensure that the Huntsville Public Library provides library services, resources and facilities in ways that are accessible to persons with disabilities. It provides a framework for:

- Compliance with the requirements of the Ontarians with Disabilities Act (ODA).
- Compliance with the requirement of the Accessibility for Ontarians with Disabilities Act (AODA); and addresses specific areas required by the Integrated Accessibility Standards regulation associated with the AODA.

This Policy applies to all persons who provide library services including employees, volunteers and all other persons that provide goods, services or facilities on behalf of the Library.

Policy

Accessibility Plan and Report

The Huntsville Public Library works with the Town of Huntsville to complete and submit a Multi-Year Accessibility Plan Report. The report details strategies, initiatives and activities to reaching the organization's goals of creating an accessible organization and delivering exceptional and accessible services. The document also reports on progress made during the year including measures the Library has taken to identify, remove and prevent physical and attitudinal obstacles and promote free movement of persons with disabilities in a manner that is consistent with regulations, standards or codes of practice. The report sets out measures and deliverables proposed for the year ahead. As the library reviews policies, practices and services accessibility for persons with disabilities will be considered.

Consultation and Feedback

The Huntsville Public Library will consult with members of the public and community stakeholders when considering or reviewing customer service practices, service delivery channels, types of services and new buildings or renovations to current building. Public meetings for the purpose of consultation will be advertised in advance, will be held in accessible locations and accessibility services will be provided when a request is received in advance of the meeting. Additionally, the Huntsville Public Library will have in place a procedure for receiving and responding to feedback about how it provides library services to persons with disabilities. Such feedback from a member of the public may be given by telephone, in person, in writing, in electronic format or through other accessible methods.

Inquiries

Any inquiries related to this Policy or requests for documents related to this Policy may be directed to library employees at any public service point. Employees will respond as they are able and may refer the inquiry within the organization to the CEO/Chief Librarian.

Availability of Documents

This Policy and related procedures and forms and the Multi-Year Accessibility Plan Report will be available on the Library's website. Additionally, a copy of this Policy and related procedures and forms will be provided in an accessible format upon request. No fees will be charged for the provision of documents required by this Policy.

Assistive Devices

Persons with a disability may provide their own assistive device for the purpose of obtaining or using library services and may have free access to assistive devices available in the Library designed to help a person with a disability to carry out activities or to gain access to 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. It is the responsibility of the person with a disability to ensure that his or her assistive device is operated in a safe and controlled manner at all times.

Service Animals

Persons entering Library facilities may be accompanied by a service animal. If it is not readily apparent that the animal is a service animal, Library employees may ask if an animal is a service animal and whether documentation of the animal's status is available. If documentation is not immediately available, the person and the animal, normally, will be allowed access to the Library for the current visit and asked to bring documentation for future visits.

Service animals are generally dogs but do include other animals. It is the responsibility of the person with a disability to ensure that his or her service animal is kept under control at all times.

Support Persons

Persons with a disability may enter Library premises with a support person to assist with communication, mobility or medical needs or with access to Library services and may 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 at no charge where an admission fee is applicable. Persons with disabilities may provide their library card or its duplicate fob to a support person for use by the support person on their behalf.

The Library may require a person with a disability to be accompanied by a support person when on the premises. Before making a decision to require a support person, the Library will consult with the person with a disability to understand their needs, consider health or safety reasons based on available evidence and determine if there is any other reasonable way to protect the health or safety of the person or others on the premises.

Information and Communication

The Library will provide access to or arrange for access to accessible materials where they exist and will provide Library publicity and reports in alternate formats upon request. The Library complies with the Clear, Accessible and Large Print Guidelines developed by the CNIB. The Library will work to ensure the website and web content is accessible according to the appropriate Web Content Accessibility Guidelines (WCAG) 2.0.

Design of Public Spaces

The Library works closely with the Town of Huntsville to ensure our buildings provide a welcoming and supportive environment to serve all residents including persons with disabilities. All Library construction projects, retrofits and redevelopments will comply with Ontario Building Code requirements and with the AODA 2005 Design of Public Spaces Standards. In the event of new construction or significant building renovations, the Library will reduce barriers by ensuring accessible entrances, walkways, parking and maintaining accessible library spaces including service desks.

Temporary Service Disruptions

The Library will make reasonable effort to provide notice of planned or unplanned disruption of Library services to the public, including information about the reason for the disruption, its anticipated duration, and a description of any alternative facilities or

services that may be available. In the case of unplanned disruption, advance notice will not be possible.

Notice will be given to the public by posting the information at a conspicuous place on affected premises and by posting notice on the Library website, and by such other method as is reasonable in the circumstances. The Library will have a procedure document that sets out the steps to be taken in connection with a temporary disruption and, upon request, will give a copy of the document in an accessible format to any member of the public.

Procurement of Goods, Services, Facilities and Equipment

The Library will incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, including self-service kiosks. Working with the Town of Huntsville, accessibility considerations are outlined in the procurement documents. If it is not possible or practical to incorporate accessibility criteria and features, an explanation will be provided upon request.

Self-Service Kiosks

The Library shall have regard to the accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks.

Employment

The Employment Standard builds upon the existing requirements under the Ontario Human Rights Code in relation to how to accommodate persons with disabilities throughout the job application process and the employment relationship. This standard applies to employees and does not apply to volunteers and other non-paid individuals.

Recruitment

The Library shall notify employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process. During a recruitment process, the Library shall notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to materials or processes being used. The Library shall consult with the applicant and provide or arrange for the provision of a suitable accommodation that takes into account the applicant's disability. A successful applicant shall be notified of the policies for accommodating employees with disabilities.

Employee Notification

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 due to disability. Information shall be provided to new employees as soon as practicable after they begin their employment. Updated information shall be provided to employees whenever there is a change to existing policies on the

provision of job accommodations that take into account an employee's accessibility needs due to disability.

Accessible Formats and Communication Supports for Employees

When requested by an employee, the Library shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for information that is needed in order to perform the employee's job; and information that is generally available to employees in the workplace.

Training

The Library will ensure that training is provided on the requirements of accessibility standards, the purpose of the Act, and on the Human Rights Code as it pertains to persons with disabilities.

Such training will be provided to:

- a. All paid employees and volunteers;
- b. All persons who participate in developing library policies; and
- c. All other persons who provide goods, services or facilities on behalf of the Library.

The training will also review the requirements of the Customer Service Standards, and instruction about the following:

- a. How to interact and communicate with persons with various types of disabilities;
- b. How to interact with a person with a disability/disabilities, who uses an assistive device or requires the assistance of a guide dog or other service animal, or the assistance of a support person;
- c. How to use equipment or devices available on the service provider's premises or otherwise provided by the service provider that may help with the provision of goods, services or facilities to a person with a disability;
- d. What to do if a person with a particular type of disability is having difficulty accessing the provider's goods, services or facilities.

The specified training and information will be provided to each person to whom this policy applies as soon as is practicable, as well as on an ongoing basis in respect to any changes to the library's policies, procedures and practices governing the provision of goods, services, and facilities to persons with disabilities.

A record of the training provided, the date of the training and the recipients will be maintained. The names of individuals trained will be recorded for training administration purposes, subject to the Municipal Freedom of Information and Protection of Privacy Act.

Related Documents

Accessible Standards for Customer Service Policy

Clear, Accessible and Large Print Guidelines developed by the CNIB (Attached)

Disruption of Accessible Service Procedures – March 2018 (Attached)

HPL Facilities Maintenance Capital Asset Plan

HPL IT Capital Asset Plan

Town of Huntsville Equal Employment Opportunity Policy

Town of Huntsville Procurement Bylaw Policy

History

Approved by the Huntsville Public Library Board March 12, 2018 | 18-27.