



Accessibility Policy

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General

The Bradford West Gwillimbury Public Library is committed to providing a respectful, welcoming, accessible and inclusive environment for all persons with disabilities in a way that is respectful of the dignity and independence of people with disabilities and in a manner which takes into account the person's disability and embodies the principles of integration and equal opportunity.

The Library is committed to meeting the requirements of the *Accessibility for Ontarians with Disabilities Act (AODA), 2005*, its regulations, standards and all other relevant legislation concerning accessibility.

Definitions

Assistive Devices means auxiliary aids, such as communication aids, cognition aids, personal mobility aids and medical aids (e.g., wheelchairs, walkers, white canes, hearing aids, oxygen tanks, portable chalk boards and electronic communication devices) that enable a person with a disability to access and benefit from the goods and services offered by the Bradford West Gwillimbury Public Library.

Barrier means anything that prevents a person with a disability from fully participating in Library programs or services because of his or her disability. A barrier may be any policy, practice or procedure, or part of the built environment. Built environment includes physical and architectural spaces, communication methods, as well as attitudes and technologies.

Disability, as defined in the AODA, can include:

- physical disability, infirmity, malformation or disfigurement,
- mental impairment or developmental disability,
- learning disability,





- mental disorder; and
- an injury or disability for which government benefits are received.

Reasonable Efforts means the Library will make reasonable efforts to meet the needs of people with disabilities. The Library defines reasonable efforts as providing the best possible service within the context of:

- available resources,
- balancing the needs of individuals with different disabilities,
- the community at large,
- the health and safety of Library staff and volunteers,
- the security of Library property; and
- existing laws and contracts.

Guide Dog or Service Animal means a guide dog as defined in section 1 of the Blind Persons' Rights Act. For the purpose of this policy, an animal is the service animal of 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 their disability.

Support Persons means a person who accompanies the person with a disability in order to help with communication, mobility, personal care or medical needs. Support persons may also mean a person who assists with accessing goods or services. A support person may be a paid support worker, a volunteer, a friend or a family member. A support person does not need to have special training or qualifications.

Policy

Accessibility Plan:

The Library is included in the Town of Bradford West Gwillimbury Annual Reporting as well as the Multi-Year Accessibility Plan (2017-2022). The Library is responsible for providing the Town with updates for both Reports and the Plan. The Library also sends a representative to the Town's Accessibility Advisory Committee meetings.





For Library users:

The Library will make every reasonable effort to ensure that services, programs and premises are accessible by:

- encouraging the use of personal assistive devices to use the Library's collections, resources and services. Where applicable, assistive devices owned and operated by the Library will be available for use by persons with disabilities,
- permitting service animals to assist Library users and providing alternative accommodation when the animal is disallowed under the law,
- encouraging the inclusion and access of support persons accompanying people with disabilities, such as waiving program fees for support persons; and
- incorporating accessibility criteria and features when acquiring goods, services or equipment. Providers are required to be aware of legislative requirements and ensure that any goods or services meet the standards.

The Library will make every reasonable effort to communicate with Library users in a manner that enables the use of our services, programs and our premises by:

- providing reasonable notification of all service interruptions that may affect people with disabilities, including the reason for the disruption, its anticipated duration and an explanation of available options,
- providing and publicizing the Accessibility Policy and, upon request, making it available in a variety of formats,
- providing feedback and a response process to ensure equitable and accessible access to all Library users; and
- providing an AODA compliant website.

For Library employees:

The Library is committed to training staff, board trustees, students and volunteers on the requirements of the AODA and the Human Rights Code as it pertains to people with disabilities. AODA training and certification is provided through Accessontario, an online training resource provided by the provincial government. Third parties or contractors who provide services on behalf of the Library are responsible for ensuring that all their employees are trained in compliance with the AODA.

The Library is committed to the equal consideration of candidates during the recruitment, assessment and selection process. Job applicants will be notified of the availability of





accommodations for people with disabilities in the application process upon request. In cases where they are requested, the Library will consult with the individual to provide the appropriate accommodations.

Support for employees with disabilities is provided according to the Workplace Accommodation Policy HR-02-008 and the Early and Safe Return to Work Program Policy HR-02-009.

