

## Hanover Public Library POLICIES

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Policy Title: Meeting the Requirements of the AODA Regulations

Policy type: Operational

Revision date: March 2014

Signature of Chair:

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The *Accessibility for Ontarians with Disabilities Act (AODA) 2005* 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*. The Hanover Public Library meets the obligations set out in the *Act* and the accompanying regulations, in partnership with the Municipality of the Town of Hanover.

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

1. The Hanover Public Library establishes practices and procedures that respect the dignity and independence of persons with disabilities. People with disabilities will benefit from opportunities for involvement with, and service of, the library afforded to all others.

### **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 “large designated public sector organization with more 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.
2. In accordance with the requirements of the Accessibility of Ontarians with Disabilities Act, 2005, and Integrated Accessibility Standards Regulation, the Hanover Public Library will consider accessibility criteria and features when procuring goods, services or facilities for the Hanover Public Library, except where it is not practicable to do so.

We will review and prioritize items on an ongoing basis, taking into consideration urgency of barriers, time constraints and funds available.

In cases where it is determined that accessibility criteria and features are not practicable or available, the Hanover Public Library will provide an explanation upon request.

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3. The Hanover Public Library Board ensures that the library complies with the spirit, principles and intent of AODA and designates the Chief Executive Officer (CEO) as the individual accountable for the organization's compliance with legislation.
4. The CEO will ensure that policies and procedures comply with the AODA and any regulations made under the AODA, under the auspices of the committee appointed by the Board.

### **Section 3: The Multi-Year Accessibility Plan**

1. The library will work with the municipality to establish, implement, maintain and document a multi-year accessibility plan which will include an outline of the strategy to prevent and remove barriers in the library.
2. The process of developing the accessibility plan will be done in consultation with persons with disabilities.
3. The plan will be in place by January 2014, and reviewed and updated at least once every five years.
4. A link to the Town of Hanover plan will be posted on the library's website and the plan will 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
  - b. the internet services policies will include accessibility provisions with respect to the library's website
  - c. the human resource policies will address training on AODA regulations and the Ontario Human Rights Code, accommodation for applicants, support for employees, accommodation plans, and career development and advancement.
  - d. the collection development policy will address the availability of materials in accessible formats
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, in conjunction with the Town of Hanover. The Library provides training to new staff and ongoing training about policies, practices and procedures related to customer service to persons with disabilities.

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### Section 5: Communication

1. The library shall make its communications available, upon request, in accessible formats for persons with disabilities and make 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:
  - a. in a timely manner,
  - b. at a cost that is no more than the regular cost charged to others for the communications, and
  - c. in consultation with the person making the request.

### Related Documents:

***Accessibility for Ontarians with Disabilities Act***, 2005. S.O. c.11  
***Accessibility Standards for Customer Service***, Ontario Regulation 429/07  
***Integrated Accessibility Standards***, Ontario Regulation 191/11  
***Accessible Customer Service Policy***, Town of Hanover, 2013  
***Integrated Accessibility Standards (IASR) Policy***, Town of Hanover, 2013  
***Multi-Year Accessibility Plan 2013 – 2018***, Town of Hanover, 2013