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Purpose

The Caledon Public Library is committed to ensuring its programs and services are accessible to all persons who live, learn, work, plan, and invest in our community. The intent of this policy is to ensure that the Caledon Public Library meets the requirements of the Accessibility for Ontarians with Disabilities Act, (AODA) and all related standards and regulations introduced under this legislation, ensuring that persons with disabilities are provided equal opportunities to:

- i. Obtain information about and communicate with the Caledon Public Library;
- ii. Obtain, use and benefit from the Library's resources, services and spaces; and,
- iii. Be employed by the Caledon Public Library.

Definitions

For the purposes of this policy:

"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. (O. Reg. 191/11)

"Barrier" means 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 practice. (AODA, 2005).

"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; (O. Reg. 191/11)

"Disability" means

- (a) "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.

- (b) a condition of mental impairment or a developmental disability
- (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- (d) a mental disorder, or
- (e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997. (AODA, 2005)

An animal is a “*Service Animal*” for a person with a disability if:

- (a) 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
- (b) 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. (O. Reg. 165/16)

“*Support Person*” means, in relation to a person with a disability, another person who accompanies a person with a disability in order to assist him or her with communication, mobility, personal care or medical needs or with access to goods, services, or facilities. (O. Reg. 191/11)

“*Service Interruption*” means a scheduled or unscheduled shutdown or closure of a library facility, program or service which may result in a reduction or change to a service level.

Guidelines

The Library will ensure that each employee, volunteer and patron receives equitable treatment with respect to employment and services without discrimination, and receives accommodation, where required, in a timely manner, and in accordance with the Ontario Human Rights Code and the AODA and its regulations.

Responsibilities

For the purposes of the AODA, the Library provides services on behalf of the municipality, and is therefore considered, along with the municipality, to be a public sector organization. The Library complies with the obligations for this sector as set out in the AODA regulations.

The Board ensures that the Library complies with the spirit, principles and intent of the AODA and designates the CEO/Chief Librarian as the individual accountable for the organization’s compliance with legislation. The CEO/Chief Librarian will ensure that all policies and procedures comply with the AODA and any regulations made pursuant to the AODA.

The Library is included within regular Accessibility Compliance Reports filed by the Town of Caledon.

Accessibility Plan

As per the Accessibility for Ontarians with Disabilities Act (AODA) and its related regulations, the Town of Caledon is required to develop a Multi-Year Accessibility Plan and to review it at least once every five years. The Library will continue to work with the Town and the Accessibility Advisory Committee to establish, implement, maintain and document this plan and will outline the Library's strategy to prevent and remove barriers.

This plan is available on the Town's website and is provided in accessible formats upon request.

Policies and Procedures

In accordance with the Accessibility for Ontarians with Disabilities Act 2005 and related regulations, the Library has developed this Accessibility Policy which includes the required customer service elements as well as additional policies which support accessibility as related to human resources, collection development, programming, diversity and inclusion.

Customer Service

Assistive Devices

The Library will encourage the use of personal assistive devices by persons with disabilities to access the library's collections, resources, facilities and services. The Library will provide at least one computer workstation at each location which is equipped with assistive technology and a range of accessibility features. Library staff will be trained in their use and will support their use by others.

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 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 their assistive device is operated in a safe manner at all times.

Service Animals

Persons with disabilities are permitted to be accompanied by their service animals and keep those animals with them in areas that are open to the public when accessing library resources, services and facilities, unless otherwise prohibited by law.

In the event that a service animal is prohibited from the premises, the Library will ensure that other measures are available to enable the person with a disability to obtain, use or benefit from the Library's resources, services or facilities.

If it is not readily apparent that the animal is a service animal or a guide dog, Library staff may ask the person for confirmation of the animal's status, as outlined by the definition of a service animal.

Service animals must be supervised by their owners and kept in control when used to access the Library's resources, services and facilities

Support Persons

The Library will encourage the inclusion and access of support persons accompanying persons with disabilities, when accessing Library resources, services and facilities.

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 required.

The Library may request the assistance of support person for a person with a disability in order to ensure the health and safety of that person or of others on the premises. This will occur after consultation with the person with a disability and when it is the only means to allow the person with a disability to access the Library's resources, services or facilities.

Training

The Library will provide training on AODA legislation and all mandatory, province-wide standards, and best practices. The Library will also support the keeping of records related to the completed training.

The following individuals will receive training on the topics outlined in the regulation:

- Staff, volunteers, agents/contractors and any other individuals who interact with the public or other third parties on behalf of the Library; and
- Staff, volunteers, agents/contractors and any other individuals who participate in the development of Library policy, practices and procedures governing the provision of resources and services to members of the public.

Communication

The Library will make its communications available, upon request, in accessible formats for persons with disabilities and make the public aware of the availability of communication support. In this regard, types of communications include:

- a. Policies,
- b. Accessibility plans,

- c. Public safety information prepared for the public,
- d. Forms, surveys, tools used to gather feedback, and,
- e. Information on collections and materials in accessible format.

The Library will make reasonable efforts to respond to requests for documents in alternate and accessible formats in a timely manner, at a cost that is no more than the regular cost charged to others, and in consultation with the person making the request.

The Library provides a website with content that will meet or exceed World Wide Web consortium Web Content Accessibility Guidelines (WCAG) as mandated within the legislation and/or related regulations.

Service Disruptions

The Library will provide reasonable notification of all service interruptions to facilities, services or systems that may affect people with disabilities in accessing the Library's resources, services, or facilities.

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 of a planned disruption will be provided in advance whenever possible. In the event of an unexpected disruption, notice will be provided in as timely a manner as possible.

Feedback

The Library has developed the following feedback and response process to ensure equitable and accessible services to all customers.

Any questions, concerns or comments regarding the Library's provision of resources and services to people with disabilities should be directed to:

Office of the CEO and Chief Librarian
Caledon Public Library
6500 Old Church Road
Caledon, ON L7C 0H3
905.857.1400 X215
ceo@caledon.library.on.ca
website: caledon.library.on.ca

Comments are welcomed in person, by telephone, in writing, via email, or through the Library's website. Reasonable efforts will be made to provide initial response to queries within five (5) business days.

Related Documents:

- [Accessibility for Ontarians with Disabilities Act](#), 2005, S.O. 2005, c. 11

- [Integrated Accessibility Standards](#), O. Reg. 191/11
- [The Ontario Human Rights Code](#), R.S.O. 1990, c. H.19
- CPL-16-09 Caledon Public Library Personnel Policy
- CPL-16-12 Caledon Public Library Collection Development Policy
- CPL-18-25 Caledon Public Library Programming Policy
- CPL-20-26 Caledon Public Library Diversity and Inclusion Policy