

Policy: Operational - Accessibility: meeting the requirements of AODA Regulations

Department: Library

Effective Date: May 2014

Revision Date: March 2016

Next Year of Review: 2018

Purpose

This policy addresses accessibility requirements of Regulation 429/07 Accessibility Standards for Customer Service under the Accessibility for Ontarians with Disabilities Act, 2005.

Policy Statement

Bruce County Public Library remains committed to eliminating barriers to all library goods, services, information and resources for persons with disabilities. All policies, practices and procedures will respect the dignity of persons with disabilities and treat them as customers who are valued and deserving of effective and full service; will ensure them freedom of choice and being able to do things in their own way; will provide integrated services that will allow the full benefit from the same services, in the same place and way as other customers; and will provide equal opportunities to benefit from the Library's goods and services as others do.

Background

The Accessibility for Ontarians with Disabilities Act, 2005 received Royal Assent on June 13, 2005. This Act applies to public and private sector organizations and mandates the development, implementation and enforcement of accessibility standards. The first standard to become law was the Accessible Customer Service Regulation 429/07 which came into force on January 1, 2008. Providers of goods or services in Ontario in the public sector are required to comply with the regulation by January 1, 2010.

Scope

This policy applies to all persons who deal with customers on behalf of the Library, including employees, volunteers, students on placement, third parties providing programme services, contractors or otherwise.

Definitions:

Assistive Device is a technical aid, communication device, or medical aid modified or customized, that is used to increase, maintain, or improve the functional abilities of people with disabilities.

Barrier, as defined by the Accessibility for Ontarians with Disabilities Act, 2005, 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, 2 an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

Disability, as defined by the Accessibility for Ontarians with Disabilities Act, 2005 and the Ontario Human Rights Code, is:

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 impairment, deafness or hearing impairment, muteness or speech impairment, or physical reliance on a guide dog or other animal or on a wheelchair or other 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, 1997.

Service Animal, as defined in Ontario Regulation 429/07. An animal is a service animal for 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 the disability.

Support Person, as defined in Ontario Regulation 429/07. A support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods or services.

Operating Principles:

Assistive Devices

A person with a disability may provide their own assistive device for the purpose of obtaining or using 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.

Assistive Services

The Library provides additional services for people with disabilities including but not limited to: material in alternate formats such as Large Print; Audiobooks; DVDs: Staff assistance to retrieve materials

Communication

When communicating with a person with a disability, Library staff will do so in a manner that takes into account the person's disability.

Feedback Process

Feedback from a member of the public about the delivery of services to persons with disabilities may be given by telephone, in person, in writing, in electronic format or through other methods.

Service Animals

Persons with a disability may enter Library premises accompanied by a service animal and keep the animal with them.

If it is not readily apparent that the animal is a service animal, and complaints are received from other customers, Library staff may ask the customer for confirmation of the animal's accreditation.

It is the responsibility of the person with a disability to ensure that his or her service animal is kept in control at all times.

Service Disruptions

In the event of a planned service disruption to facilities, services or systems that are relied upon by persons with disabilities to access Bruce County Public Library goods or services, notice of the disruption shall be provided in advance.

Notice may be given by posting the information in a conspicuous place on library premises i.e. on the door to the premises, on the library web site or by such other method as is reasonable under the circumstances.

In the event of an unexpected disruption, notice will be provided as soon as possible.

Support Persons

A person with a disability may enter Library premises with a support person and 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 Library programs at no charge where an admission fee is applicable.

Training The Library will ensure that all persons to whom this policy applies receive County training as required by the Integrated Accessibility Standards. The amount and format of training will be dependent on a person's interactions with Library users.

Availability of Documents

Policy documents will be available on the Library's website and also in alternate format upon request.

Responsibilities:

Bruce County Public Library is responsible for:

- Ensuring compliance with the Accessible Customer Service Regulation 429/07
- Supporting staff attendance at required training
- Notifying Human Resources of additional training requirements
- Coordinating and/or providing service to a person with a disability who may use a Service animal, support person or assistive device

- Providing notification of service disruptions
- Providing all documents in appropriate formats upon request by a person with a Disability

The Customer is responsible for:

- Care and control of their service animal while accessing goods or services
- Providing, upon request, a note from a physician or nurse confirming that he or she requires the animal for reasons relating to his or her disability.
- Providing input when requested in order to work out service discrepancies
- Utilizing feedback process to provide comments on service

Related Documents:

Ontarians with Disabilities Act, 2001

Accessibility for Ontarians with Disabilities Act, 2005. S.O. c.11

Ontario Regulation 429/07 - Accessibility Standards for Customer Service

Ontario Human Rights Code

Bruce County Accessible Customer Service Policy 2009