

## **Policy: Accessibility**

Motion number: 23-2020 March 10, 2020 Chair's signature: \_\_\_\_\_

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 Integrated Accessibility Standards*. The Bonnechere Union Public Library meets the obligations set out in the *Act* and the accompanying regulations, in Partnership with Bonnechere Valley and North Algona Wilberforce Townships.

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

Bonnechere Union Public Library is committed to the independence and integration of persons with disabilities and all who live, work, play, and invest in our community.

The Bonnechere Union Public Library establishes practices and procedures that respect the dignity and independence of persons with disabilities. All people benefit from opportunities for involvement with, and service of, the library.

### **Responsibilities**

For the purposes of AODA, the library provides services on behalf of the townships, and therefore, is considered along with the townships, to be a "small designated public sector organization with fewer than 50 employees" as defined within the regulations. The library complies with the obligations of this sector as set out in the AODA regulations.

The board ensures that the library complies with the spirit, principles, and intent of AODA and designate the Chief Executive Officer (CEO) as the individual accountable for the organization's compliance with the legislation.

The CEO will ensure that the policies and procedures comply with the AODA and any regulations made under the AODA.

The library will follow the township's multi-year accessibility plan which will outline the library's strategy to prevent and remove barriers.

## **Policies and Procedures**

1. The library will make every reasonable effort to ensure that services and programs are accessible by:
  - a) encouraging the use of personal assistance devices to access our services and programs;
  - b) encouraging the inclusion and access of support persons accompanying people with disabilities;
  - c) waiving fees for support persons assisting clients and when fees are required providing advance notification; and
  - d) permitting service animals to assist clients and provide alternative accommodation when an animal is disallowed under the law.
  
2. The library will make every effort to communicate with clients in a manner that enables the use of services and programs by providing:
  - a) reasonable notification of all interruptions that especially relate to the provision of services and program for people with disabilities;
  - b) information on collections materials in an accessible format;
  - c) this Accessible Policy and, upon request if possible, making it available in alternative formats; in a timely manner, at a cost that is no more than the regular cost charged to other for the communications, and in consultation with the person making the request;
  - d) forms, surveys, and other tools used to gather feedback; and
  - e) information on the provision of customer service for people with disabilities and accessible services and programs.
  
3. The library provides training on how to provide customer service to people with disabilities, to:
  - a) those who participate in developing policies and procedures on the provision of service to the public;
  - b) every person who deals with the public on behalf of the library; and
  - c) new workers.

613.628.2400

74 Maple Street, Eganville, ON K0J 1T0  
[www.bonnechereupl.com](http://www.bonnechereupl.com)

**Relevant Documents:**

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

*Accessibility Standards for Customer Service*, Ontario Regulation 429/07

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