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| Owen Sound & North Grey Union Public Library Policy | Policy # L 28 |
| SUBJECT: AODA: Meeting the Requirements of the Legislation | Policy Approval Date: November 28, 2013 Reviewed: September 24, 2015 October 2020 Policy Review Date: October 2024 |
| BOARD AUTHORITY OR STAFF APPROVED: Library Board Resolution 97-13 Library Board Resolution 84-15 Library Board Resolution 68-20 | Page # 1 of 4 |

AODA: Meeting the Requirements of the Legislation

BACKGROUND:

The Accessibility for Ontarians with Disabilities Act (AODA, 2005) is a provincial act which 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 Owen Sound & North Grey Union Public Library meets the obligations set out in the *Act* and the accompanying regulations, in partnership with the City of Owen Sound.

PURPOSE:

It is the purpose of this policy to establish the Accessibility requirements for the Owen Sound & North Grey Union Public Library in accordance with Ontario Regulation O. Reg. 191/11.

DEFINITIONS:

“**AODA**” means the Accessibility for Ontarians for Disabilities, 2005

“**Disability or Disabilities**” means 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, including diabetes mellitus, epilepsy, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide or service dog or on a wheelchair or other remedial appliance or device,

- an intellectual development 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.

“IASR” means Integrated Accessibility Standards Regulation, O. Reg. 191/11

“Library Services” means what the Library does for, or offers to, the public in an effort to meet a defined set of community needs.

POLICY STATEMENT:

It is the policy of the Owen Sound & North Grey Union Public Library that the Library is committed to providing quality Library services that are accessible to all persons who wish to obtain and use Library services.

POLICY:

1. Responsibilities

- 1.1 For the purposes of AODA, the library provides services on behalf of the City of Owen Sound, and therefore is considered, along with the City, 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.
- 1.2 The 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.
- 1.3 The CEO will ensure that policies and procedures comply with the AODA and any regulations made under the AODA.

2. The Accessibility Plan

- 2.1 The library will work with the City of Owen Sound to establish, implement, maintain and document a multi-year accessibility plan which will outline the library’s strategy to prevent and remove barriers.

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- 2.2 The process of developing the accessibility plan will be done in consultation with persons with disabilities.
- 2.3 The plan will be posted on the library's website and be provided in accessible format upon request.

3. Policies and Procedures

- 3.1 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 procurement 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
- 3.2 In accordance with the Accessibility Standards for Customer Service Ontario Regulation 429/07 of AODA, the library maintains a policy on accessible customer service.

4. Communication

- 4.1 The library shall 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 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,
 - f. employment standards.

- 4.2 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.

5. Practices

- 5.1 Practices respecting the delivery of library services to persons with disabilities shall adhere to the principals of dignity, independence, integration and equal opportunity and shall be established, evaluated and revised as required.

Related Documents:

Accessibility Standards for Customer Service Policy L 27

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

Ontario Regulation 429/07 - Accessibility Standards for Customer Service

Ontario Regulation 191/11 - Integrated Accessibility Standards