



SCUGOG MEMORIAL PUBLIC LIBRARY

POLICY TYPE / NUMBER:	BOARD B09		
POLICY TITLE:	Accessibility		
AUTHORITY / CREATED:	Board	December 17, 2009	Reviewed:

POLICY STATEMENT:

The Scugog Memorial Public Library Board is committed to providing exceptional and accessible service for its customers. Services will be provided in a manner that respects the dignity and independence of all customers. The provision of services to persons with disabilities will be integrated wherever possible.

Persons with disabilities will be given an opportunity equal to that given to others, to obtain, use or benefit from the goods and services provided by and on behalf of the Library.

PRINCIPLES:

1. The Board will make reasonable efforts to ensure that its policies, practices and procedures are consistent with the core principles of the standard:
 - dignity
 - independence
 - integration, except when alternate measures are necessary to meet the needs of people with disabilities
 - equal opportunity.

By considering these principles when developing policies, practices, and procedures, accessibility planning becomes entrenched with the decision making process and satisfies the spirit with which the ***Accessibility for Ontarians with Disabilities Act (AODA)***, 2005 was enacted.

- a. **Dignity and Independence** – Customer service will be provided in a manner that respects the dignity and independence of people with disabilities. People with disabilities should not be forced to accept lesser service, quality or convenience as a result of their disability.

Service delivery must consider how people with disabilities can effectively access and use the services provided. Awareness and respect of any individual is paramount when providing customer service.

- b. **Integrated Services** – that allow people with disabilities to fully benefit from the same services, in the same place and in the same or similar manner as other customers. Service provision and associated procedures will be inclusive of all customers and clients. There are occasions when customer service must be provided using alternative measures that are not integrated. Alternative measures will only be employed when they cannot be integrated and are the only means of providing customer service to a person with a disability.
- c. **Equal Opportunity** – People with disabilities will be given an equal opportunity to use and benefit from services provided by the Library. People with disabilities should not be required to put forward a greater effort in order to access, use and/or benefit from a service. As a result, additional services may be extended to people with disabilities in order to ensure they do not need to put forward a greater effort.

DEFINITIONS:

1. **Accessibility Standard** – Ontario Regulation 429/07 created under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) which provides for standards to enhance the accessibility of an organization (“the standard”).
2. **Assistive Device** – Any device that is designed and/or adapted to assist a person to perform a particular task (For example, canes, crutches, walkers, wheel chairs, personal sound amplification devices, ventilators etc.)
3. **Disability** -
 - a. Any degree of physical 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 impediment, muteness or speed 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,
 - 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*.

NOTICE OF AVAILABILITY OF DOCUMENTS:

1. The Library will notify persons to whom it provides services that the documents required by the Accessibility Standards for Customer Service (O. Reg 429/07) are available upon request.
2. The notice may be given by posting the information at a conspicuous place on premises operated by the Library Board, on the Library website or by such other method as is considered reasonable in the circumstances.

FORMAT OF DOCUMENTS:

1. If the Library is required, by the Accessibility for Ontarians with Disabilities Act, 2005, to give a copy of a document to a person with a disability, the Library will take into account the persons' ability to access the information and will provide the document or information contained in the document in a format that meets those needs as agreed upon with the person.

USE OF A SUPPORT PERSON:

1. A support person is an individual hired or chosen by a person with a disability to provide services or assistance with communication, mobility, personal care, medical needs or to assist with accessing services. People with disabilities are permitted to be accompanied by a support person in any area that is open to the public if that support person is essential to protect the health and safety of the person with a disability or the health and safety of others in the premises. Reasonable efforts will be made to ensure that people with disabilities are not prevented from having access to their support person while on the premises.
2. If an amount is payable by a person for admission to the premises or in connection with a person's presence at the premises, the Library shall ensure that notice is given in advance about the amount, if any, payable in respect of the support person.
3. In some cases, it may be necessary for the support person to provide consent to regulations specific to the service provided or, if necessary, agree to a confidentiality clause.

USE OF SERVICE ANIMALS:

1. If a person with a disability is accompanied by a guide dog or other service animal, the Library staff shall ensure that the person is permitted to enter any facility with the animal and to keep the animal with him or her unless the animal is otherwise excluded by law.
2. Where a service animal is excluded by law, the Library shall ensure that other measures are available to enable the person with a disability to obtain, use and benefit from the Library's and services.
3. The Service Animal must be under the care and control of the owner at all times.

USE OF ASSISTIVE DEVICES:

1. 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 staff may offer a person with a disability other reasonable measures to assist him or her in obtaining and using Library services, where such other measures available.
2. It is the responsibility of the person with a disability to ensure that his or her assistive device is operated in a safe and controlled manner at all times.

NOTICE OF TEMPORARY DISRUPTIONS:

1. The Library will provide notice of temporary disruptions.
2. The notice will include information about the reason for the disruption, its anticipated duration, and a description of any available, alternative services.
3. If feasible, notice will be given by posting the information at a conspicuous place on the premises, by posting it on the Library's website or by such other method as is determined reasonable in the circumstances.

TRAINING OF STAFF AND VOLUNTEERS:

1. Every person who deals with members of the public or who participates in developing the Library's policies, practices and procedures governing the

provision of services to the public including every full-time, part-time and seasonal Library employee, Library Board member, and volunteers who provide service on behalf of the Library Board, will receive training regarding the provision of services to persons with disabilities.

2. The level of Training and awareness will be determined by the CEO or designate as soon as practicable after he or she is assigned the applicable duties.
3. Training will also be provided on an ongoing basis in connection with changes to policies, practices and procedures governing the provision of goods or services to persons with disabilities.
4. A record of the dates on which training is provided and the number of individuals to whom it is provided will be kept.

FEEDBACK PROCESS:

1. All individuals will have the opportunity to submit feedback regarding the provision of accessible customer service.
2. The feedback process and feedback form will be promoted on the website and through other printed outreach methods.
3. The feedback process will permit persons to provide their feedback in person, by telephone, by mail, e-mail, fax or otherwise.

Contact Person: Board Chair, Chief Executive Officer

Cross Manual Reference:

Relevant Forms:

Approval Date: December 17, 2009

Review Dates:

Revised Date:

Approved by: