

Integrated Accessibility Standards Regulation Policy

Legal References: *Accessibility for Ontarians with Disabilities Act, 2005 & Ontario Regulation 191/11*

Policy References: *Accessible Standards for Customer Service (LG 011)*

This policy is drafted in accordance with the Integrated Accessibility Standards (Ontario Regulation 191/11) and addresses how the Stratford Public Library Board (“the Board) achieves or will achieve accessibility through meeting of the requirements of the regulation. The requirements will be met within the timeframes set in the Regulation.

The requirements of the regulation include the establishment, implementation, maintenance and documentation of a multi-year accessibility plan, which outlines:

- the strategy of the City of Stratford (including the Stratford Public Library, “the Library”) to prevent and remove barriers and meet its requirements under the Regulations;
- the incorporation of accessibility criteria and features when procuring or acquiring good, service or facilities’;
- the incorporation of accessibility features when designing, procuring or acquiring self-service kiosks;
- training;
- the specific requirements under the Information and Communication Standards, and the Employment Standards. At this time, the Library does not provide Transportation services and is therefore exempt from the Transportation portion of Regulation 191/11.

This policy is supported by procedures which outline detailed processes and accommodations.

1.0 Definitions

- 1.1 **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;
- 1.2 **Accommodation** means the special arrangement made or assistance provided so that customers, volunteers and employees with disabilities can participate in the experiences available to customers, volunteers, and employees without disabilities. Accommodation will vary depending on unique needs;
- 1.3 **Alternate formats** may include, but are not limited to, large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities;

- 1.4 **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.
- 1.5 **Communications** means the interaction between two or more persons or entities, or any combination of them, where information is provided, sent or received;
- 1.6 **Conversion ready** means an electronic or digital format that facilitates conversion into an accessible format;
- 1.7 **Employee** means anyone that is employed by the Board;
- 1.8 **Information** includes data, facts and knowledge that exists in any format, including text, audio, digital or images, and that conveys meaning.
- 1.9 **Volunteer** includes a person who is recruited directly by the Library and voluntarily undertakes a task on behalf of the Library.
- 1.10 **Worker** is a collective term used to indicate both employees and volunteers

2.0 Statement of Organization Commitment

The Stratford Public Library Board is committed to the principles outlined in the *Accessibility for Ontarians with Disabilities Act, 2005* and to meeting the needs of people with disabilities, in a timely manner, through the implementation of the requirements of the Act.

General

3.0 Accessibility Plans

- 3.1 The multi-year City of Stratford Accessibility Plan (“the plan”), which includes the Stratford Public Library Board, outlines the strategy to prevent and remove barriers, and to meet its requirements under the regulation;
- 3.2 The plan is posted on the city and the Library’s websites, and will be provided in alternate formats upon request;
- 3.3 The plan will be reviewed and updated at least once every five years;
- 3.4 The plan has been created in consultation with City and Library staff, the Accessibility Advisory Committee, and with public input; and
- 3.5 An annual status report on the progress of measures taken to implement the strategy will be posted on the website and in alternate formats upon request; this report will include the progress of the Library.

4.0 Procuring or acquiring goods, services or facilities

- 4.1 Accessibility criteria and features are incorporated when procuring or acquiring goods, services or facilities, except where it is not practicable to do so; and
- 4.2 Where it is not practicable to incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, the Library will provide, upon request, an explanation.

5.0 Self- Service Kiosks

- 5.1 Accessibility features are incorporated when designing, procuring or acquiring self-service kiosks.

6.0 Training

- 6.1 The Board ensures that training is provided on the requirements of accessibility standards referred to within the Integrated Accessibility Standards (Ontario Regulation 191/11) and on the *Human Rights Code* as it pertains to persons with disabilities for,
 - 6.1.1 All employees and volunteers;
 - 6.1.2 All persons who participate in developing the Board's policies; and
 - 6.1.3 All other persons who provide goods, services or facilities on behalf of the Library.
- 6.2 The training provided is appropriate to the duties of employees and volunteers.
- 6.3 Where there are changes to the Integrated Standards Accessibility Policy, training will be provided with regard to those changes
- 6.4 The Library will maintain a record of the dates of when training is provided and the number of individuals to whom it was provided.

Information and Communication Standards

7.0 Feedback

- 7.1 The Library's Customer Feedback process is accessible to persons with disabilities and does provide or arrange for the provision of accessible formats and communication supports upon request.
- 7.2 The public is notified regarding the availability of accessible formats and communication supports.

8.0 Accessible Formats and Communication Supports

- 8.1 The Library will, upon request, provide or arrange for the provision of accessible formats and communication supports for persons with disabilities,
 - 8.1.1 In a timely manner that takes into account the person's accessibility needs due to disability; and
 - 8.1.2 At a cost that is no more than the regular cost charged to other persons.
- 8.2 The Library will consult with the person making the request in determining the suitability of an alternative format or communication support.
- 8.3 The Library notifies the public about the availability of accessible formats and communication supports.

9.0 Emergency procedure, plans or public safety information

- 9.1 Where the Library prepares emergency procedures, plans or public safety information and makes that information available to the public, the information will be in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

10.0 Accessible websites and web content

- 10.1 The Library internet, intranet websites and web content on those sites conforms to the Web Content Accessibility Guidelines (WCAG) 2.0, as required under the Regulation.

11.0 Accessible Public Library Materials

- 11.1 The Library shall provide access to or arrange for the provision of access to accessible materials where they exist.
- 11.2 The Library shall make information about the availability of accessible materials public available and shall provide the information in an accessible format or with appropriate communication supports upon request.
- 11.3 The Library may provide accessible formats for archival materials, special collections, rare books and donations.

Employment Standards

12.0 Recruitment

- 12.1 The Board notifies its employees, volunteers, and the public about the availability of accommodation for applicants with disabilities in its recruitment process;
- 12.2 During the recruitment process, applicants who are individually selected to participate in an assessment or selection process, are notified that accommodations are available upon request in relation to the materials or processes used;
- 12.3 If a selected applicant requests an accommodation, the Library consults with the applicant, having regard for the applicants accessibility needs, on the provision of a suitable accommodation;
- 12.4 When making an offer of employment, the Library will notify the successful applicant of its policies for accommodating workers with disabilities.

13.0 Informing workers of supports

- 13.1 The Library informs its employees and volunteers of its policies used to support its employees and volunteers with disabilities, including, but not limited to, policies on job accommodation that take into account the workers' accessibility needs due to a disability.
 - 13.1.1 New employees and volunteers will be informed as soon as practicable after they begin their employment.
 - 13.1.2 Where there are changes to existing policies on the provision of job accommodation, all employees will be provided updated information.

14.0 Accessible formats and communication supports for workers

- 14.1 Where an employee or volunteer requests it, the Library will consult with the individual to provide or arrange for the provision of accessible formats and communication supports for;
 - 14.1.1 Information that is needed in order for the worker to perform the job; and
 - 14.1.2 Information that is generally available to workers in the workplace.
- 14.2 The Library will consult with the employee or volunteer making the request in determining the suitability of an accessible format or communication support.

15.0 Workplace emergency response information

- 15.1 The Library provides individual workplace emergency response information to employees and volunteers who have a disability;

15.1.1 Where the disability is such that individual information is necessary, and

15.1.2 Where the Library is aware of the need for accommodation due to the worker's disability.

15.2 If an employee or volunteer with individualized workplace emergency response information requires assistance and provides consent, the Library will provide the individualized information to the person designated by the Library to provide assistance to the employee/volunteer.

15.3 Individualized information is provided as soon as practicable after the Library becomes aware of the need for accommodation due to a worker's disability.

15.4 The Library will review the individualized workplace emergency response information;

15.4.1 When the employee or volunteer moves to a different location

15.4.2 When the worker's overall accommodation needs or plan are reviewed

15.4.3 When the Library reviews its general emergency response policies

16.0 Documented individual accommodation plans

16.1 The Library has a written process for the development of Individual Accommodation Plan for employees or volunteers with disabilities.

17.0 Return to work

17.1 The Library has a documented return to work process for its employees or volunteers who have been absent from work due to a disability and require disability-related accommodations in order to return to work.

18.0 Performance Management

18.1 Where the Library uses performance management in respect of its employees, the accessibility needs of employees with disabilities, and individual accommodation plans are taken into account.

19.0 Career Development and Advancement

19.1 Where the Library uses career development and advancement in respect of its employees, the accessibility needs of employees with disabilities, and individual accommodation plans are taken into account.

20.0 Redeployment

20.1 Where the Library uses redeployment in respect of its employees, the accessibility needs of employees with disabilities, and individual accommodation plans are taken into account.