



**Milton
Public
Library**
Be Inspired

**Multi-Year
Accessibility Plan
(MYAP)**

2023-2028



Introduction / Background

Accessibility Notice

This document conforms to WCAG 2.0 AA standards and is compliant with the AODA. If you have any difficulty accessing the content in this document please contact the Milton Public Library by phone at 1-905-875-2665 or by email at information@beinspired.ca.

Commitment and Purpose

Milton Public Library (MPL) is committed to providing equal treatment to people with disabilities with respect to the use and benefit of Library services, programmes, goods and facilities in a manner that respects their dignity and independence. This commitment extends to residents, visitors and employees with visible or non-visible disabilities.

The purpose of this Multi-Year Plan is to ensure that the MPL is compliant with the requirements of the Accessibility for Ontarians with Disabilities Act (AODA) and is consistent with the MPL and Town of Milton Accessibility Policies.

MPL Responsibility under the AODA

MPL is responsible for compliance to certain sections of the Accessibility for Ontarians with Disabilities Act (AODA), O. Reg. 191/11: INTEGRATED ACCESSIBILITY STANDARDS. Sections that are not applicable or are the responsibility of the Town of Milton have been noted.

Reading the Multi-Year Plan

This document lists the requirements of the INTEGRATED ACCESSIBILITY STANDARDS (<https://www.ontario.ca/laws/regulation/110191>) and indicates, where applicable, MPL's compliance to date and continuing plan to ensure future compliance. Where applicable, details of how MPL has and will continue to comply are outlined. Sections of the INTEGRATED ACCESSIBILITY STANDARDS which are informative only, and thus have no compliance requirements, are noted as such.



Table of Contents

Introduction / Background	ii
Accessibility Notice	ii
Commitment and Purpose	ii
MPL Responsibility under the AODA	ii
Reading the Multi-Year Plan	ii
Table of Contents	iii
Multi-Year Plan	1
PART I (GENERAL)	1
1. Purpose and application	1
2. Definitions	1
3. Establishment of accessibility policies	1
4. Accessibility plans	1
5. Procuring or acquiring goods, services or facilities	1
6. Self-service kiosks	2
7. Training	2
8. (Revoked)	2
PART II (INFORMATION AND COMMUNICATIONS STANDARDS)	2
9. Definitions and exceptions	2
10. Application	2
11. Feedback	2
12. Accessible formats and communication supports	2
13. Emergency procedure, plans or public safety information	3
14. Accessible websites and web content	3
15 - 18.	3
19. Public libraries	3



Table of Contents

PART III (EMPLOYMENT STANDARDS).....	4
20. Scope and interpretation.....	4
21. Schedule.....	4
22. Recruitment, general.....	4
23. Recruitment, assessment or selection process.....	4
24. Notice to successful applicants.....	5
25. Informing employees of supports.....	5
26. Accessible formats and communication supports for employees.....	5
27. Workplace emergency response information.....	5
28. Documented individual accommodation plans.....	5
29. Return to work process.....	6
30. Performance management.....	6
31. Career development and advancement.....	6
32. Redeployment.....	7
PART IV (TRANSPORTATION STANDARDS).....	7
PART IV.1 (DESIGN OF PUBLIC SPACES STANDARDS) (ACCESSIBILITY STANDARDS FOR THE BUILT ENVIRONMENT).....	7
80.1. Definitions.....	7
80.2. Application.....	7
80.3 - 80.40.....	7
80.41. Service counters.....	7
80.42 - 80.44.....	7
PART IV.2 (CUSTOMER SERVICE STANDARDS).....	7
80.45. Scope and interpretation.....	7
80.46. Establishment of policies.....	8
80.47. Use of service animals and support persons.....	8
80.48. Notice of temporary disruptions.....	8



Table of Contents

80.49. Training for staff, etc..	8
80.50. Feedback process required.	9
80.51. Format of documents	9
PART V (COMPLIANCE).	9
Commitment.	10



Multi-Year Plan

PART I (GENERAL)

1. Purpose and application

Informative

2. Definitions

Informative

3. Establishment of accessibility policies

Compliance to date

MPL established Operational Policy OP-3 (“AODA Requirements Policy”) and Human Resources Policy HR-9 (“Accommodation Policy”) in February 2019 and reviewed the policies in September 2020. The policies outline MPL’s responsibilities and commitment to creating an accessible, inclusive space; providing accessible materials to all patrons. The policies include Standards related to: General, Customer Service, Information and Communication, and Employment.

The policies were made available in an accessible format to all employees of the Library, volunteers and to any individual or organization that provides goods, services or facilities to the public or other third parties on behalf of the Library, in accordance with the legislation.

Ongoing compliance

The policies and processes will continue to be made available in an accessible format to relevant parties and individuals and will be reviewed at least once every board cycle and as legislative requirements change.

4. Accessibility plans

Compliance to date

Previously, MPL was integrated into the Town of Milton’s Multi-Year Accessibility Plan.

Ongoing compliance

Starting in 2023 (with this plan), MPL will publish a multi-year accessibility plan every five years and, starting in 2024, will publish annual reports outlining compliance and progress each year. These plans and reports will be publicly available in an accessible format on the MPL website.

5. Procuring or acquiring goods, services or facilities

Responsibility of the Town of Milton (see the Town of Milton’s Multi-Year Accessibility Plan).

6. Self-service kiosks

Compliance to date

MPL has had regard to the accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks.

Ongoing compliance

MPL will continue to have regard to the accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks.

7. Training

Compliance to date

All employees received AODA Customer Service Training and Human Rights Training. Managers completed ISAR Training for Communications and Employment Standards through HR Downloads. Marketing and Communications and Librarians have been provided Training re: AODA compliance, Website Compliance and document creation.

Ongoing compliance

MPL will continue to provide training to all new employees and refresher training to existing employees on an as needed basis. As we continue to grow positions will be evaluated as to the need for additional training, for example document training. This training will be provided and paid for by MPL. The training is sourced externally through HR Downloads and reviewed by HR Downloads regarding legislative compliance regularly. Internally we will review training needs on an annual basis.

8. (Revoked)

Not applicable (revoked) O. Reg. 165/16, s. 6.

PART II (INFORMATION AND COMMUNICATIONS STANDARDS)

9. Definitions and exceptions

Informative

10. Application

Informative

11. Feedback

Compliance to date

Feedback may be given by telephone, in writing, by e-mail and in person at any one of the MPL's locations. Feedback will be accepted in accessible formats and with other communication supports as required. Information about the feedback process is available to the public and notice of the process is posted on the Town of Milton website.

Ongoing compliance

MPL will continue to offer a wide variety of methods for the public to provide feedback. As new methods are introduced, staff will be provided training on how to assist customers with any questions and we will share with the public all the methods and how feedback can be submitted. On the new website, information about the feedback process will be available to the public and notice of the process will be posted on the MPL website. There will be a dedicated accessibility tab which will be located as part of the master menu.

12. Accessible formats and communication supports

Compliance to date

Upon request, MPL has, whenever possible, provided accessible formats and communication supports for persons with disabilities, in a timely manner, taking into account the person's accessibility needs at a cost that is no more than the regular cost charged to other persons.

Ongoing compliance

MPL shall continue to, upon request, whenever possible, provide accessible formats and communication supports for persons with disabilities, in a timely manner, taking into account the person's accessibility needs at a cost that is no more than the regular cost charged to other persons.

13. Emergency procedure, plans or public safety information

Responsibility of the Town of Milton (see the Town of Milton's Multi-Year Accessibility Plan).

14. Accessible websites and web content

Compliance to date

The MPL website is in the process of being fully revamped and this will be WCAG 2.0 conforming, as is our current website. A check of AODA compliance is completed monthly by the IT department. In addition, staff have been trained on how to update of information and what is required for AODA compliance on the website.

Any documents on the website are done as forms and the others are PDF. In the past, if individuals requiring an accessible format could request one.

Ongoing compliance

The website will have an AODA compliance check and will be monitored by the Marketing and Communications Team. All staff have and will be provided training when they start to ensure the information updated is compliant. Also, the content management system on the site has been designed to be updated using forms with reminders for AODA complaint information where needed.

Any documents on the website will be checked prior to posting to ensure AODA compliance and then periodically reviewed by staff to ensure compatibility with any changes or updates.

15 - 18.

Not applicable.

19. Public libraries

Compliance to date

MPL currently offers the following accessible materials:

- **Vision Enhancements:**
 - Books on CD
 - Downloadable E-audiobooks
 - Downloadable E-books. The settings can be adjusted with the majority of our downloadable e-books to suit personal preferences for text size and typeface
 - Large Print books
- **Hearing Enhancements**
 - Many DVDs have the sub-title option
 - Many of our databases, such as Gale Infotrac, PebbleGo, Early World of Learning, TumbleBooks, and TumbleReadables, offer text to speech capability
 - Many online videos have captions and / or transcripts
- **Cognitive Enhancements**
 - The Milton Public Library is proud to support MagnusCards, a free app created specifically for those living with autism. MagnusCards combines structured, step-by-step guidance with game design to help teach a variety of life skills through free downloadable Cards Decks. As part of our support, Milton Public Library has funded unique Card Decks that will help those with autism or other cognitive special needs feel welcomed and empowered when using the library.

This unique app helps family and friends to prepare for community outings, practice skills and routines, manage tasks with less anxiety, and explore community environments with greater independence. Milton Public Library developed five different Card Decks for its custom app, including:

- Registering for a library card

- Using the library catalogue
- Finding library items
- Using self check-out to borrow library items
- Returning a library item.

Research is conducted by our collections vendors and internal stakeholders. Upon request, other formats can be researched by the staff. We also can use the inter-library loan process to bring in materials that may be available at other library systems at no fee to our patrons. Also, if there is a request and it meets our collections management criteria, we will purchase the materials for patrons.

Ongoing compliance

MPL will continue to research and provide accessible materials to patrons.

MPL will continue to make available other formats upon request along with placing signage at each location to that effect.

PART III (EMPLOYMENT STANDARDS)

20. Scope and interpretation

Informative

21. Schedule

Informative

22. Recruitment, general

Compliance to date

Job postings for employment opportunities at Milton Public Library include a statement notifying employees and external applicants that MPL is able to provide accommodations for applicants with disabilities during all stages of the recruitment process. The statement shall indicate the following:

Milton Public Library is pleased to accommodate individual needs in accordance with the Accessibility of Ontarians with Disabilities Act, 2005 (AODA), within our recruitment process. If you require accommodation at any time throughout the recruitment process, please contact Human Resources at careers@beinspired.ca.

This statement shall also be posted on MPL's website in the employment section.

Ongoing compliance

The Policy and Process will be reviewed at least once every board cycle and or as legislative requirements change.

23. Recruitment, assessment or selection process

Compliance to date

When contacting selected applicants to request their participation in an interview or assessment, staff shall notify them that accommodations are available upon request during the assessment and/or interview process.

Accommodations may include:

- Assistance through the application process,
- Alternate formats for recruitment communication material,
- Scheduling,
- Physical adjustments during the recruitment process (i.e. seating, workstations, entryways), and/or Technical aids and/or assistive devices.

If a selected applicant requests an accommodation, Library Human Resources staff will consult with the applicant and, where possible, provide for or arrange for the provision of a suitable accommodation in a manner that takes into consideration the applicant's accessibility needs, due to disability.

Ongoing compliance

The Policy and Process will be reviewed at least once every board cycle and or as legislative requirements change.

24. Notice to successful applicants

Compliance to date

When making offers of employment for a specific employment opportunity, Library employees shall notify the successful applicant that MPL is committed to providing an inclusive workplace, and has a process for accommodating employees with disabilities upon request. Human Resources will provide a copy of this Employment Accommodation Procedure to the successful applicant, if required.

Ongoing compliance

The Policy and Process will be reviewed at least once every board cycle and or as legislative requirements change.

25. Informing employees of supports

Compliance to date

Milton Public Library shall regularly communicate information regarding supports available to employees so that they can perform the essential duties of their job.

Ongoing compliance

The Policy and Process will be reviewed at least once every board cycle and or as legislative requirements change.

26. Accessible formats and communication supports for employees

Compliance to date

Employment-related information will be provided to employees and external applicants with disabilities in accessible formats and with communication support, upon request.

- **Accessible Formats**

- The Manager or designate shall arrange for the provision of requested information in an alternate format in consultation with the employee or external applicant making the request in order to determine the most suitable format or communication support. Accessible formats and communication supports may be provided for the following:
 - Information that is needed to perform the employee's job
 - Information that is generally available to employees in the workplace
 - Individual accommodation plans
 - Individualized workplace emergency response plan

Ongoing compliance

The Policy and Process will be reviewed at least once every board cycle and or as legislative requirements change.

27. Workplace emergency response information

Compliance to date

Using the Disability Management Process and Forms, MPL will co-ordinate the development and communication of evacuation plans as soon as it becomes aware that employees with disabilities may require an accommodation in this area.

Ongoing compliance

The Policy and Process will be reviewed at least once every board cycle and or as legislative requirements change.

28. Documented individual accommodation plans

Compliance to date

Each Individual Accommodation Plan shall be documented by Human Resources. A copy of this Plan will be provided to all parties in the accommodation review. A copy will also be placed in the Personnel File or recruitment file.

Ongoing compliance

The Policy and Process will be reviewed at least once every board cycle and or as legislative requirements change.

29. Return to work process

Compliance to date

Return to Work Process has been developed and was recently reviewed and refined in 2019. HR-9 Employment Accommodation Policy was developed in February 2019 and reviewed in June 2020.

MPL will provide temporarily modified duties and/or hours to assist in the transition to return to work as required.

MPL has established a return to work policy for both occupational and non-occupational disabilities. This process outlines the steps that should be followed by all workplace parties to support the plan.

MPL has a responsibility to ensure that the employee is medically fit to return to work. As part of this process, the employee will be provided with a Functional Abilities Form (Appendix B) to take to their treating practitioner for completion.

If the employee is cleared to return to work with no restrictions, then the employee will return to his or her own job duties on the agreed upon date between the Manager and employee. Retraining will be provided as required, depending on the length of absence.

If the employee is cleared to return to work with restrictions, then Human Resources will first consult with the Manager, and then together they would consult with the returning employee to develop an Individual Accommodation Plan for the returning employee. It is expected that the employee is to follow the restrictions, as provided by the physician, outside of the workplace as well to assist with their recovery.

The Manager will follow up regularly during the early phases of the return to work process to monitor the employee's progress and review the need for additional accommodations or supports. The Individual Accommodation Plan will be updated as required.

All employees have a responsible to be an active participant within the return to work process.

Ongoing compliance

The Policy and Process will be reviewed at least once every board cycle and or as legislative requirements change.

30. Performance management

Compliance to date

The Manager will take into consideration the accessibility needs of employees with disabilities, as well as any Individual Accommodation Plans when evaluating and managing performance, assessing employees for career development and advancement opportunities, or re-deploying employees to alternative positions.

Individual Accommodation Plans will be reviewed prior to any performance management, career development or re-deployment meetings to ensure that all relevant accommodations have been implemented and taken into account during the discussion. These Plans should be reviewed and updated if the employee with disability is moved to an alternate position as may be required.

Ongoing compliance

The Policy and Process will be reviewed at least once every board cycle and or as legislative requirements change.

31. Career development and advancement

Compliance to date

The Manager will take into consideration the accessibility needs of employees with disabilities, as well as any Individual Accommodation Plans when evaluating and managing performance, assessing employees for career development and advancement opportunities, or re-deploying employees to alternative positions.

Individual Accommodation Plans will be reviewed prior to any performance management, career development or re-deployment meetings to ensure that all relevant accommodations have been implemented and taken into account during the discussion. These Plans should be reviewed and updated if the employee with disability is moved to an alternate position as may be required.

Ongoing compliance

The Policy and Process will be reviewed at least once every board cycle and or as legislative requirements change.

32. Redeployment

Compliance to date

The Manager will take into consideration the accessibility needs of employees with disabilities, as well as any Individual Accommodation Plans when evaluating and managing performance, assessing employees for career development and advancement opportunities, or re-deploying employees to alternative positions.

Individual Accommodation Plans will be reviewed prior to any performance management, career development or re-deployment meetings to ensure that all relevant accommodations have been implemented and taken into account during the discussion. These Plans should be reviewed and updated if the employee with a disability is moved to an alternate position as may be required.

Ongoing compliance

The Policy and Process will be reviewed at least once every board cycle and or as legislative requirements change.

PART IV (TRANSPORTATION STANDARDS)

Responsibility of the Town of Milton and Milton Transit (see the Town of Milton's Multi-Year Accessibility Plan).

PART IV.1 (DESIGN OF PUBLIC SPACES STANDARDS) (ACCESSIBILITY STANDARDS FOR THE BUILT ENVIRONMENT)

Responsibility of the Town of Milton and Milton Transit (see the Town of Milton's Multi-Year Accessibility Plan).

80.1. Definitions

Informative

80.2. Application

Informative

80.3 - 80.40

Responsibility of the Town of Milton (see the Town of Milton's Multi-Year Accessibility Plan).

80.41. Service counters

Compliance to date

Current service counters have sections with different height levels to accommodate individuals who have mobility issues. Also, staff screens are fully extendable and have rotational arms should they need to show the patron anything on the computer to assist individuals with hearing or visual impairments.

Ongoing compliance

MPL will continue to ensure that our service counters have multiple levels for all patrons and areas where patrons can sit to receive service.

80.42 - 80.44

Responsibility of the Town of Milton (see the Town of Milton's Multi-Year Accessibility Plan).

PART IV.2 (CUSTOMER SERVICE STANDARDS)

80.45. Scope and interpretation

Informative

80.46. Establishment of policies

Compliance to date

MPL has established its own set of policies which are as follows:

- HR-9 Accommodation Policy
- OP-3 AODA Requirements

In addition, we also make available the Town of Milton Accessibility Policies as we are located in their facilities.

Ongoing compliance

Policies will continue to be reviewed and updated as required to ensure compliance with AODA legislation and to meet the needs of our patrons.

80.47. Use of service animals and support persons

Compliance to date

A person with a disability is welcome to visit the Library accompanied by a service animal and persons training service animals are also welcome in the facility. If it is not readily apparent that the animal is a service animal, MPL staff may ask the person for confirmation of the animal's status. It is the responsibility of the person to keep their service animal in control at all times.

Ongoing compliance

A person with a disability is welcome to visit the Library accompanied by a service animal and persons training service animals are also welcome in the facility. If it is not readily apparent that the animal is a service animal, MPL staff may ask the person for confirmation of the animal's status. It is the responsibility of the person to keep their service animal in control at all times.

80.48. Notice of temporary disruptions

Compliance to date

MPL will make all reasonable efforts to provide notice of planned or unplanned disruptions to the public, including information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if any, that may be available. In the case of an unplanned temporary disruption, advance notice will not be possible. Notice will be posted at all Library sites and on the MPL's website, www.beinspired.ca.

Ongoing compliance

MPL will make all reasonable efforts to provide notice of planned or unplanned disruptions to the public, including information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if any, that may be available. In the case of an unplanned temporary disruption, advance notice will not be possible. Notice will be posted at all Library sites and on the MPL's website, www.beinspired.ca.

80.49. Training for staff, etc.

Compliance to date

MPL employees and volunteers are required to undergo training on the requirements of the AODA accessibility standards and on the Human Rights Code as it pertains to persons with disabilities. Training will be provided on a continuing basis to new employees and volunteers as part of the new employee orientation and training programme. The training provided will be compliant with the requirements of the Accessibility Standards for Customer Service and will be appropriate to the duties of the employee or volunteer. Third parties or contractors must verify customer service training has been received and provide the Library with appropriate documents as it relates to the legislation prior to commencement of work. The Library will keep a record of the training provided including the dates on which accessibility training took place and the individuals to whom it is provided.

Ongoing compliance

MPL employees and volunteers are required to undergo training on the requirements of the AODA accessibility standards and on the Human Rights Code as it pertains to persons with disabilities. Training will be provided on a continuing basis to new employees and volunteers as part of the new employee orientation and training programme. The training provided will be compliant with the requirements of the Accessibility Standards for Customer Service

and will be appropriate to the duties of the employee or volunteer. Third parties or contractors must verify customer service training has been received and provide the Library with appropriate documents as it relates to the legislation prior to commencement of work. The Library will keep a record of the training provided including the dates on which accessibility training took place and the individuals to whom it is provided.

80.50. Feedback process required

Compliance to date

MPL is committed to providing high quality service to all members of the public it serves. Feedback from the public is welcomed as it may identify areas that require change and encourage continuous service improvements. Feedback may be given by telephone, in writing, by e-mail and in person at any one of the MPL's locations. Feedback will be accepted in accessible formats and with other communication supports as required. Information about the feedback process will be available to the public and notice of the process will be posted on MPL's website.

Ongoing compliance

MPL is committed to providing high quality service to all members of the public it serves. Feedback from the public is welcomed as it may identify areas that require change and encourage continuous service improvements. Feedback may be given by telephone, in writing, by e-mail and in person at any one of the MPL's locations. Feedback will be accepted in accessible formats and with other communication supports as required. Information about the feedback process will be available to the public and notice of the process will be posted on MPL's website.

80.51. Format of documents

Compliance to date

Upon request, MPL shall endeavour, whenever possible to provide accessible formats and communication supports for persons with disabilities, in a timely manner, taking into account the person's accessibility needs at a cost that is no more than the regular cost charged to other persons.

Ongoing compliance

Upon request, MPL shall endeavour, whenever possible to provide accessible formats and communication supports for persons with disabilities, in a timely manner, taking into account the person's accessibility needs at a cost that is no more than the regular cost charged to other persons.

PART V (COMPLIANCE)

Informative



Commitment

Milton Public Library prides itself on providing the most inclusive spaces in Milton. As Accessibility is one of our core values we will continue to provide equal treatment to individuals with disabilities, with respect to the use and benefit of Library services, programmes, goods and facilities, in a manner that respects their dignity and independence. This commitment expands to residents, visitors, and employees with viable and non-visible disabilities.