

Policy Type: **Operational**

Policy Number: **OP – 3**

Policy Title: Accessibility Policy

Policy Approval Date: February 2019

Policy Review Date: March 2026

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, programs, 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 policy is to provide the overarching framework to guide the review and development of MPL's policies, standards, procedures and guidelines in order to ensure that:

- Services, programs, goods and facilities are to be available to people with disabilities in a manner that:
 - is free from discrimination
 - reflects the principles of dignity and independence
 - seeks to provide integrated service
 - provides an opportunity equitable to others to obtain, use and benefit from the Library's goods and services
 - takes into consideration a person's disability.
- MPL is compliant with the requirements of the Accessibility for Ontarians with Disabilities Act (AODA) and is consistent with the Town of Milton Accessibility Policy

Scope

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.

Procedure

General Standards

Milton Public Library is a designated public sector organization under the Accessibility for Ontarians with Disabilities Act (AODA) and is committed to meeting the accessibility needs of people with disabilities. It is the policy of MPL that we are committed to providing

quality Library services that are accessible to all persons who wish to obtain and use Library services.

Training

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 program. 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.

Customer Service Standards

Assistive Devices

A person with a disability is welcome to utilize their own assistive device to obtain or use MPL's services. Exceptions may occur in situations where MPL has determined that the assistive device may pose a risk to the health and safety of a customer with a disability or the health and safety of others. In these situations and others, MPL will provide an explanation and may offer a customer with a disability other measures to assist him or her to obtain or use these services, where we have such other measures available. It is the responsibility of the customer with a disability to ensure that his or her assistive device is operated in a safe and controlled manner at all times.

Adaptive Technologies

MPL provides adaptive technologies for persons with disabilities in order to eliminate or diminish barriers to information and maximize independence. Assistance in using adaptive technologies is provided by Library staff; in-depth instruction cannot be provided.

Service Animals

A person with a disability is welcome to visit the Library accompanied by a service animal. 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.

Support Persons

MPL welcomes support persons who accompany an individual with a disability when accessing library services, resources, programs and facilities and will ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises.

The Library may require a person with a disability to be accompanied by a support person when on the premises. Before making the decision to require a support person, the Library will consult with the person with a disability to understand their needs, consider the health and safety of the person with a disability and the health and safety of others on the premises.

A support person, when assisting a person with a disability will be permitted to attend a library program or event at no charge where an admission fee is applicable

Temporary Service Disruptions

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

Information and Communication Standards

Communication

When communicating with a person with a disability, employees and volunteers will do so in a manner that takes into account the person's disability. Website communications will be compliant with the requirements of the Accessibility Standards for Information and Communications.

Accessible Formats and Communication Supports

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

Availability and Format of the Documents Required by the Accessibility Standards for Customer Service

All documents required by the Accessibility Standards for Customer Service are available upon request, subject to the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA). When providing a document to a customer with a disability, the Library will provide the document, or the information contained in the document, in a format that takes the customer's disability into account.

Definitions

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.

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.

Disability: - is defined, per Section 2 of the AODA, 2005, S.O. 2005, c.11 and the Human Rights Code, R.S.O. 1990, c. H.19, as follows:

- a) 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, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech 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
- Library

Service Animals are defined, per Section 4 (2) of O. Reg. 191/11: Integrated Accessibility Standards as follows “service animal”, an animal is a service animal for a person with a disability if,

- (a) the animal can be readily identified as one that is being used by the person for reasons relating to the person’s disability, as a result of visual indicators such as the vest or harness worn by the animal; or
- (b) the person provides documentation from one of the following regulated health professionals confirming that the person requires the animal for reasons relating to the disability:
 - (i) A member of the College of Audiologists and Speech-Language Pathologists of Ontario.
 - (ii) A member of the College of Chiropractors of Ontario.
 - (iii) A member of the College of Nurses of Ontario.
 - (iv) A member of the College of Occupational Therapists of Ontario.
 - (v) A member of the College of Optometrists of Ontario.
 - (vi) A member of the College of Physicians and Surgeons of Ontario.
 - (vii) A member of the College of Physiotherapists of Ontario.
 - (viii) A member of the College of Psychologists of Ontario.
 - (ix) A member of the College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario. O. Reg. 165/16, s. 16.

Support person; means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods, services or facilities. O. Reg. 165/16, s. 16.

Related Documents

- Ontarians with Disabilities Act, 2000 Ontario Human Rights Code
- Town of Milton Annual Accessibility Plan
- MPL HR-09 Employment Accommodation Policy
- Town of Milton Accessibility Policy