

**THUNDER BAY PUBLIC LIBRARY  
ACCESSIBILITY POLICIES &  
2019 MULTI-YEAR ACCESSIBILITY PLAN**



**Thunder Bay Public Library**  
**Accessibility Policies &**  
**2019 Multi-Year Accessibility Plan**

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## **1 Introduction**

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) was enacted to develop, implement, and enforce accessibility standards in order to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures, premises and transportation throughout Ontario by the year 2025. Accessibility standards include the Accessible Customer Service Standard (O. Reg. 429/07), the Integrated Accessibility Standard Regulation (O. Reg. 191/11) - including the Information & Communication, Employment and the Design of Public Spaces.

Under the Integrated Accessibility Standards Regulation (“IASR”), the Thunder Bay Public Library (the Library) is required to establish, implement, maintain and document a multi-year accessibility plan. This plan outlines the Thunder Bay Public Library’s strategy to identify, prevent and remove accessibility barriers, and meet its requirements under the IASR.

In accordance with the requirements set out in the Integrated Accessibility Standard Regulation, the Thunder Bay Public Library will:

- Post the accessibility plan on its website ([www.tbpl.ca](http://www.tbpl.ca));
- Provide the plan in an accessible format upon request;
- Review and update the accessibility plan at least once every five years;
- Establish, review and update the accessibility plan in consultation with persons with disabilities and the Thunder Bay Public Library Accessibility Committee;
- Prepare an annual status report and post it on the Thunder Bay Public Library website.

## **2 Thunder Bay Public Library Accessibility Committee**

The mandate of the TBPL Accessibility Committee is to provide guidance on accessibility issues affecting Library operations, assist in assuring accessibility compliance of the Library to all accessibility regulations, to annually review the TBPL Multi-Year Accessibility Plan and provide input on improving accessibility at the Library.

## **3 Statement of Commitment to Accessibility**

The Thunder Bay Public Library is committed to treating all people in a way that allows them to maintain their dignity and independence. TBPL believes in inclusion and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and

meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act, 2005.

### **3.1 Accessible Formats and Communication Supports for Employees**

Thunder Bay Public Library will, as per the Employment Standard of the AODA, provide accessible information to workers with disabilities through accessible formats or communication supports upon request.

The types of accessible formats that we could provide if requested include:

**Braille**

**Large Print**

**Screen Readers**

**Verbal Description by colleagues**

**Captions and Text Transcripts**

**Assistive Listening Devices**

**Accessible Telephones**

**Communication Devices** (Augmentative or Alternative Communication (AAC) devices, communication boards)

### **3.2 Employee Supports**

#### *a) Employee Policies*

Thunder Bay Public Library will continue to inform its employees of its policies (and any updates to those policies) used to support employees with disabilities, including policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. This information will be provided to new employees as soon as possible after commencing employment and will be provided to current employees via email and our website (or other accessible formats as requested).

#### *b) Workplace Emergency Response Information*

TBPL will consult with each worker upon hiring and on a regular basis to determine if the employee, or a person designated to provide assistance to the employee, is in need of Individualized Workplace Emergency Response Information. This document will be provided as soon as practical upon learning of the need for accommodation due to an employee's disability.

An employee's Individualized Workplace Emergency Information will be reviewed when an employee moves to a different work location, when an employee's IAP is reviewed and when TBPL reviews its general emergency response policies or procedures.

### *c) Individual Accommodation Plans*

We will consult with each worker who requires an accommodation to learn what format(s) and/or communication support(s) would be most helpful in order for them to perform their work duties and access information that is generally available to all employees in the workplace. This information will be documented in an Individual Accommodation Plan (“IAP”). The IAP will include information regarding accessible formats and communication supports provided and will summarize all accessibility accommodations to be provided. It will also include the individualized workplace emergency response information. A review date will be established in the IAP as agreed to by the employee.

### **3.3 Training**

Thunder Bay Public Library will provide accessibility training to employees, the Library Board, volunteers and other persons that provide goods, services or facilities on behalf of the Library. This training will include the requirements of the accessibility standards and the *Human Rights Code* as it pertains to persons with disabilities (and any changes to those standards). The training will be appropriate to the duties being completed by the employees, Board members, volunteers and other persons. The training will be provided as part the orientation and onboarding process.

### **3.4 Performance Management**

To ensure that a fair and equitable review is conducted, managers who organize performance management meetings will consider any documented accommodation plans for employees whose performance is being reviewed.

To let employees know that accommodations are available upon request, those responsible for arranging the meetings will ensure that they ask if any employees require accommodation during the process and will confirm that necessary arrangements can be made.

If an employee requests accommodation, performance reviewers will follow the accommodation procedures established through the accessibility plan or will use the opportunity to create a new plan along with the employee if required.

Any materials used as tools to review an employee's performance will be available in easily convertible formats that can be used by both the employee and the reviewer.

### **3.3 Redeployment**

If employees of the Thunder Bay Public Library are redeployed, transferred to other positions or transferred to other departments or branches because their current positions no longer exist, TBPL will take into account what accommodations workers will need in their new positions. Redeployed workers may use similar accommodations, use new accommodations, or no longer need certain accommodations.

## **4 Report on Measures to Identify, Remove and Prevent Barriers**

### **4.1 Customer Service**

From 2010 - 2012, the Thunder Bay Public Library (the Library) continued to comply with Accessibility Standards for Customer Service Regulation (O. Reg. 429/07). The Thunder Bay Public Library will continue to provide new employees with Training on Accessible Customer Service.

The Library was required to be compliant with this regulation on January 1, 2010 and met this deadline. Compliance was reported to the Ministry of Community and Social Services as required in March 2010. Compliance includes:

1. Policies and procedures on providing goods and services to people with disabilities in the areas of:
  - An Accessibility Policy incorporating dignity, independence, integration, and equity;
  - Use of service animals and support persons;
  - Notice of temporary disruptions;
  - Provision of a feedback process for the public to submit concerns about accessibility;
  - Use of assistive devices
2. The Thunder Bay Public Library website has now been fully updated and adjusted to meet WCAG 2.0 AA compliance standards.
3. All new staff, volunteers and contractors with the Thunder Bay Public Library are required to complete the "May I Help You?" Handbook on Accessible Customer Service.
4. 2020 Upcoming Training: "Working Together: The Code and the AODA"
  - "Customer Service Standard" Module
  - "General Requirements" Module

- “Information and Communication Standard” Module

## **4.2 Accessibility Policies and Procedures (2019)**

Thunder Bay Public Library’s Accessibility Policies and Procedures have been updated to the Integrated Accessibility Standards Regulation requirements and an organizational statement of commitment to meet the accessibility needs of persons with disabilities in a timely manner. The policies and procedures are consistent with:

- Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11 (AODA)
- Ontario Regulation 191/11 Integrated Accessibility Standards (IASR)
- Ontario Regulation 429/07 Accessibility Standards for Customer Service
- Ontarians with Disabilities Act, 2001, S.O 2001, c.32 (ODA)
- Human Rights Code, R.S.O. 1990, c. H.1

## **4.3 Accessibility Feedback**

The Thunder Bay Public Library has an accessible feedback process in place. Feedback for the public can be provided in multiple formats including in person, by mail, phone, and email.

Mail:           Accessibility Feedback  
                  Thunder Bay Public Library  
                  285 Red River Road  
                  Thunder Bay, ON P7B 1A9

Tel:           (807) 684-6804

Fax:           (807) 344-3664

Email:        [comments@tbpl.ca](mailto:comments@tbpl.ca)

Feedback for TBPL Staff is to be sent to [tbpl-aoda@tbpl.ca](mailto:tbpl-aoda@tbpl.ca).

## **4.4 Accessibility Planning**

In October 2019 the Thunder Bay Public Library established the TBPL Accessibility Committee that will meet regularly to review progress in meeting the requirements of the

AODA and to monitor progress on implementing the annual accessibility plans and to determine that barrier-removal and barrier-prevention strategies are being implemented effectively.

#### **4.5 Barrier Identification and Removal**

1. Remove barriers from existing facilities and infrastructure identified at the Library including washroom renovations, ramps and automatic door openers.
  - Upgrade Waverley Resource Library public accessible washroom to current code (completed in September 2019).
  - Install at Waverley Resource Library, a staff accessible washroom to current code (completed in September 2019).
2. Remove barriers from Library services and programs.
  - In 2014, 12 each Bibliotheca Smartserve 400 self-service Kiosks that are accessible to all.
  - In the first quarter of 2020, the Library will purchase 13 each Bibliotheca Smartserve 400 self-service Kiosk upgrade kits for installation/upgrade of the existing units to provide improved service to our patrons.
3. Accessible barriers that have been identified by the TBPL Accessibility Committee and with funding shall be rectified:
  - Replace Waverley Resource Library ramp to entrance that is not to current building code (1:20 slope). Seek funding to complete this work. Applied to ICIP Funding in November 2019. To hear back if accepted by March 2020.
  - Upgrade existing Brodie Resource Library public washroom accessible stalls to current code.
  - Construct a staff accessible washroom at Brodie Resource Library.
  - Install Universal Accessible Washrooms at Waverley and Brodie Resource Libraries.
  - Install elevator at Waverley Resource Library for accessibility to third floor administration (ICIP funding applied for in November 2019 for this item).
  - Provide accessibility to Brodie Resource Library third floor staff lunch room.
  - Upgrade existing public washroom to current code at Mary J L Black Branch Library.