



Policy No: 2.13 Accessibility for Ontarians with Disabilities

Type: General Administration

Originated: May 14, 2009

Reviewed: February 18, 2015

Amended: March 12, 2015

Related Policies:

PURPOSE

The purpose of this policy is to recognize the Thunder Bay Public Library's obligation to facilitate the implementation of the Accessibility for Ontarians with Disabilities Act 2005 (AODA), and all regulations pursuant to the Act

POLICY STATEMENT

It is the policy of The Thunder Bay Public Library that citizens with disabilities achieve accessibility to facilities , the provision of goods and services by the Library to all persons consistent with the principles of independence, dignity, integration and equality of opportunity as set out in the regulations of the Accessibility for Ontarians with Disabilities Act 2005.

IMPLEMENTATION

Guide Dogs/Service Animals

If a person with a disability is accompanied by a guide dog or other service animal, the Library will permit the person to enter the premises with the animal and keep it with him or her, unless the animal is otherwise excluded by law from the premises. If the service animal or guide dog is excluded by law from the premises, the Library will look to other available measures to enable the person with a disability to obtain, use or benefit from the Library's goods and services.

Support Persons

If a person with a disability is accompanied by a support person, they are permitted to enter the premises together and are not prevented from having access to each other while on the premises. The Library may require a person with a disability to be accompanied by a support person while on its premises, but only if a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises.

Feedback Process

The Library will have a mechanism to allow the public to provide feedback on the accessibility of the provision of goods and services.

Assistive Devices

If a person with a disability requires assistive devices to access goods or services of the Library, they are allowed to use such devices.

Training

The Library will provide training, to its staff and volunteers, about the provision of its goods and services to persons with disabilities. All Library employees and volunteers, who deal with the public or other third parties, and those involved in developing customer service policies, practices, and procedures, will receive Accessibility Awareness Training as soon as practicable after beginning their employment. The Library will also provide ongoing training with respect to changes in its policies, practices, and procedures to those individuals who require such training as soon as practicable. The Library will keep records of the training provided.

Agents and contractors of the Thunder Bay Public Library who deal with the public during their work for the Library will provide proof of 'Accessibility Awareness' training (as part of their contractual agreement with the Library) prior to their work for the Library.

If the agent or contractor is required to meet the requirements of Regulation 429/07 on or after January 1, 2012 the Library may, at its discretion, provide the necessary training prior to January 1, 2012. If the agent or contractor is not required to meet the requirements of Regulation 429/07, the Library may, at its discretion, provide the necessary training. A record of all training must be sent to Human Resources.

Operational Procedures

Feedback Mechanism

The public can provide feedback on the accessibility of the provision of goods and services by the Library:

- (a) by mail addressed to: Director of Communities
- (b) by phone: @ 684-6813
- (c) in person at Waverley Resource Library, 285 Red River Road
- (d) or by email at: comments@tbpl.ca

Feedback will be responded to within two weeks of its receipt by the Library.

Assistive Devices

The Library provides assistive devices at some of its facilities. Information about these devices is available on the Library's website.

Disruption of Services

If there is a temporary disruption in a particular facility or service used to allow a person with a disability to access goods or services, the Library will give notice of the disruption to the public by posting the reason for the disruption, the anticipated duration of the disruption, and alternative facilities or services that may be available. This posting will be in a conspicuous place on the premises of the Library, or by other reasonable methods in the circumstances. If the disruption is anticipated, the Library will provide a reasonable amount of advance notice of the disruption. If the disruption is unexpected, notice will be provided as soon as possible.

Training

Human Resources will keep records of the training provided including the dates on which the training is provided and the number of persons trained.

Accessibility Awareness Training will include the following:

- (a) How to provide goods and services in a manner that respects the dignity and independence of persons with disabilities.
- (b) How to interact and communicate with persons in a manner that takes into account their disabilities.
- (c) The process for people to provide feedback to the Library about its provision of goods and services to persons with disabilities, and how the Library responds to the feedback and takes action on any complaint; How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog, service animal or a support person to access goods and services.
- (d) Information on other Library policies, practices, and procedures dealing with the AODA.
- (e) A review of the purposes of the AODA and the requirements of the customer service standard.
- (f) How to use equipment or devices available on Library premises or provided by the Library that may help with the provision of goods and services.
- (g) What to do if a person with a disability is having difficulty accessing the Library's goods and services.

This policy and its procedures are effective on January 1st, 2010.