Brockville Public Library

Policy Type:	Operational	Policy Number:	8A
Policy Title:	Accessibility Plan	Approval Date:	September 2011
			August 2016
		Review Date:	August 2019

Brockville Public Library (BPL) is included in and adopts The Corporation of the City of Brockville, 2012 — 2017 Accessibility Plan. See Appendix A. BPL is included in the City's compliance reporting.

Pursuant to the Accessibility Policy - 8, this Library-specific action plan addresses the delivery of accessible operations, services and programs at the Brockville Public Library.

The Brockville Municipal Accessibility Advisory Committee (BMAAC) completes an annual accessibility audit of the Library facility.

Refer to Accessibility Policy - 8, Appendix A for Definitions.

Strategic Actions Planned for 2016-2020

See Appendix B, C, D, and E for accessibility action plans related to each of the Library's strategic priorities.

The Accessibility for Ontarians with Disabilities Act (AODA) consists of the following accessibility standards: Customer Service, Information and Communication, Employment, Built Environment, and Transportation.

Accessible Customer Service
- continue to consider accessibility needs when acquiring new collection materials and databases.
- continue to welcome feedback on the accessibility of our goods, services and facilities and take appropriate action as required.
- explore industry best practices on providing accessible customer service.
- provide continued training for existing staff and new employees.

Information and Communication
- ensure all public service documents are accessible.
- post a statement about availability of accessible formats and communication.
- provide support at all service counters.
- review feedback processes and update, as required.

- train staff on creating accessible documents, as required.
- post annual Library emergency plans on website as an accessible PDF.
- ensure ongoing website compliance (2021 next legislative requirement).
- provide information in an alternative format or with communication supports, when requested.

Programming and Outreach Services

- meet needs of customers attending programs by ensuring all staff are cognizant of all possible accommodations.
- anticipate a person's unique needs when using a standard online registration process; provide feedback mechanisms through the registration process to ensure the specific needs of persons with disabilities are communicated to staff in a timely manner; provide information about lead-time required to ensure service.
- ensure persons with intellectual disabilities may participate in programs**,** e.g., computer courses for adults or story times for children.
- continue to work with community partners and service providers to create awareness of what happens in Library programs so that everyone feels welcome and comfortable attending.
- Refer to Appendix F: The Art of Inclusion, Seven Steps, A Guide to Developing and Delivering Accessible and Inclusive Programs within Arts and Cultural Organizations.

Employment & Training

- review and update existing procedures to support employees who need temporary or permanent work accommodation as part of the Library's Human Resource Management Policy - 9.
- continue to take accessibility needs into account through performance management and career development process.
- notify employment candidates on the availability of accommodations during the recruitment process.
- ensure employees know that disability-related emergency plans are available.
- provide current trustees, staff and volunteers with updated information on changes to our accessibility policies and continue providing accessibility training to all new trustees, staff and volunteers.
- continue to ensure that all new contractors are trained and have proof of AODA training.
- ensure volunteers with language, writing and communications barriers are accommodated during the intake process.
- ensure the website and print application forms advise potential volunteers that accommodations are available.

Procurement

- continue to incorporate accessibility design, criteria and features when procuring or

acquiring goods, services or upgrading facilities.

Self-Service Kiosks (future planning for BPL)
- ensure on-going compliance by carefully reviewing all purchases and incorporating accessible features where possible.

Technology
- continue to ensure assistive technology offered is relevant and useful; regularly review through public consultation; remain current on new adaptive technologies.
- ensure web site and intranet content is consistent with IASR standards.
- continue to provide ongoing staff and volunteer training related to assistive technology on public workstations.

Built Environment and Public Spaces
- incorporate accessibility features when redesigning public spaces.
- continue to apply FADS (Facility Accessible Design Standards) to ensure building renovations and retrofits are compliant within space limitations.
- continue to seek sources of funding for continued retrofit of spaces and to purchase specialized furniture and technology.

Transportation
- meet the needs of customers who have limited mobility or cannot visit the Library in person by continuing and expanding the Home Outreach service to City residents.
- maintain current information on accessible transportation services and routes for the public.

For more information on BPL's accessibility policy and plan or to request accessible formats of this document, please contact info@brockvillelibrary.ca or call 613-342-3936.

Board Motion Number: 23-2015   Date: September 2011
                         024 - 2016   August 22, 2016

Signature of Chairperson   _____

Legislative and Administrative Authorities:

Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11
Accessibility Standards for Customer Service, O. Reg. 429/07
Integrated Accessibility Standards, O. Reg. 191/11
Human Rights Code, R.S.O. 1990, c. H.19
The Corporation of the City of Brockville's, 2012 —2017 Accessibility Plan
Brockville Public Library Strategic Plan, 2013 - 2018

Sources:

Kingston Frontenac Public Library
Innisfil Public Library
London Public Library
Clarington Public Library
Southern Ontario Library Services