

Accessibility Policy

Policy Number:	OP-011
Policy Category:	Operations
Approved by:	OPL Board
Accountability:	Chief Executive Officer
Approval Date:	
Effective date:	September 23, 2022
Next Review Date:	September 2025
Supersedes:	

Purpose Statement:

The Oakville Public Library (OPL) is committed to providing services, resources, programs and facilities in ways that are accessible to everyone in the community. Each member of the community, including persons with disabilities, has equal access to OPL facilities and services. The Library strives to provide services in a manner that is guided by the following principles: dignity, independence, integration, equal opportunity.

This policy provides a framework for compliance with the requirements of the *Accessibility for Ontarians with Disabilities Act* (AODA), the *Ontario Human Rights Code* and addresses specific areas required by the *Integrated Accessibility Standards Regulation* associated with the AODA.

The standards are:

- a. Customer service standard
- b. Information and communications standard
- c. Transportation standard
- d. Employment standard
- e. Design of public spaces standard

OPL follows the Town of Oakville (Town) [Accessibility Policy](#) and related procedures and is included in the Town's provincial compliance reporting and the multi-year accessibility plan including the annual status updates. As such, many of the required standards are already addressed under the Town's Accessibility Policy and procedures. This policy details library specific standards.

Scope:

This policy applies to employees, volunteers, as well as any other persons that provide goods, services or facilities on behalf of OPL.

Policy Statement:

OPL complies with the requirements of the *Accessibility for Ontarians with Disabilities Act* (AODA) and the associated *Integrated Accessibility Standards Regulation* and the *Ontario Human Rights Code*.

On an ongoing basis, OPL makes every reasonable effort to establish, implement and monitor policies and services that meet or exceed the legislative requirements and are in alignment with the Town of Oakville and OPL's strategic values.

The following sections detail OPL specific standards in addition to those already outlined in the Town of Oakville Accessibility Policy and related procedures:

Service Animals

Persons entering a library facility may be accompanied by a service animal. When employees cannot easily identify that an animal is a service animal, they may ask the person to provide documentation such as a letter from a regulated health professional confirming the person requires the animal for reasons relating to their disability. If documentation is not immediately available, the person and the animal will be allowed to access the library for the current visit and asked to bring documentation for future visits.

Support Persons

OPL 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

OPL will make every reasonable effort to provide notice of a planned disruption of library services to the public including information about the reason of the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available. In the event of an unplanned disruption, notice will be provided as soon as possible.

Notice will be given to the public by posting the information at a conspicuous place on the affected premises and by posting the notice on the library's website and by such other method as is reasonable in the circumstances. OPL has a procedure outlining the steps to be taken in case of a temporary disruption of service and, upon request, will provide a copy of the document in an accessible format to any member of the public.

Communication and Feedback

OPL will notify the public about the availability of accessible formats and communication supports as applicable. OPL is committed to providing access to or arranging for access to accessible materials where they exist including library reports, policies and any other documentation available to the public upon request. The Library website and web content is accessible according to the appropriate Web Content Accessibility Guidelines (WCAG) 2.0 Level AA.

OPL has a process in place for receiving feedback from the public and welcomes feedback about the delivery of services to persons with disabilities. Feedback can be provided through the following methods:

- Phone [905-815-2042](tel:905-815-2042)
- In person at any of our branches
- In writing (mail) - 120 Navy St, Oakville ON L6J 2Z4
- Email - oplreference@oakville.ca

References:

Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11

Integrated Accessibility Standards O. Reg. 191/11

Accessibility Standards for Customer Service O. Reg. 429/07

Human Rights Code, R.S.O. 1990, c. H.19

[Town of Oakville Accessibility Policy](#) and related procedures

[Oakville Universal Design Standards](#)

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.

Accessibility standard means an accessibility standard made by regulation.

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 means,

(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, or

(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*.

Service animal: an animal is a service animal for a person with a disability:

(a) if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or

(b) if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Support person, 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 or services.

Definitions retrieved from:

Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11

Integrated Accessibility Standards O. Reg. 191/11

Accessibility Standards for Customer Service O. Reg. 429/07