



Policy Title: **Meeting the Requirements of the AODA Regulations**

Policy Number: 2014-10

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The *Accessibility for Ontarians with Disabilities Act (AODA) 2005* imposes a legal duty on organizations to achieve accessibility. The *Act* lays the framework for the development of province-wide regulations on accessibility, which, at present, are the *Ontario Regulation 429/07 Accessibility Standards for Customer Service* and *Ontario Regulation 191/11 Integrated Accessibility Standards Regulation*. The Bonfield Public Library meets the obligations set out in the *Act* and the accompanying regulations, in partnership with the Municipality of Bonfield.

### **Section 1: Statement of Organizational Commitment to meet accessibility needs of persons with disabilities.**

The Bonfield Public Library establishes and implements practices and procedures that respect the dignity and independence of persons with disabilities. The Bonfield Public Library is committed to ensuring that each employee, volunteer and patron receives equitable treatment with respect to employment and services without discrimination, and receives accommodation where required, in a timely manner, *to the point of undue hardship* and in accordance with the Ontario Human Rights Code and the AODA and its regulations.

### **Section 2: Responsibilities**

1. For the purposes of AODA, the library provides services on behalf of the municipality, and therefore is considered, along with the municipality, to be a "small designated public sector organization with fewer than 50 employees" as defined within the Integrated Accessibility Standards Regulation (IASR). The library complies with the obligations for this sector as set out in the AODA regulations.
2. The board ensures that the library complies with the spirit, principles and intent of AODA.
3. The board will ensure that policies and procedures comply with the AODA and any regulations made under the AODA.

### **Section 3: The Accessibility Plan**

1. The library will work with the municipality to establish, implement, maintain and document a multi-year accessibility plan that will outline the library's strategy to prevent and remove barriers.
2. The process of developing the accessibility plan will be done in consultation with persons with disabilities.
3. The plan will be in place by January 2014, and reviewed and updated at least once every five years.
4. The plan will be provided in accessible format upon request.

#### **Section 4: Policies and Procedures**

1. The library's policies will incorporate practices which support accessibility. In accordance with the Integrated Accessibility Standard Ontario Regulation 191/11 of the AODA, accessibility will be addressed in four main areas:
  - a. the purchasing policy will include accessibility criteria for procuring or acquiring goods, services, or facilities
  - b. the internet services policies will include accessibility provisions with respect to the library's website
  - c. the human resource policies will address training on AODA regulations and the Ontario Human Rights Code, accommodation for job applicants, support for employees, accommodation plans, and career development and advancement.
  - d. the collection development policy will address the availability of materials in accessible formats
  
2. In accordance with the Accessibility Standards for Customer Service Ontario Regulation 429/07 of AODA, the library maintains a policy on accessible customer service.

#### **Section 5: Communication**

1. The library shall make its communications available, upon request, in accessible formats for persons with disabilities and make the public aware of the availability of communication support. In this context, the types of communications include:
  - a. policies,
  - b. accessibility plans,
  - c. emergency procedures, plan and public safety information prepared for the public,
  - d. forms, surveys and other tools used to gather feedback,
  - e. information on collections/materials in accessible format, and
  - f. employment standards.
  
2. Accessible formats of the library's communications shall be made available:
  - a. in a timely manner,
  - b. at a cost that is no more than the regular cost charged to others for the communications, and
  - c. in consultation with the person making the request.

#### **Related Documents:**

**Bonfield Public Library, 2009-02 Accessible Customer Service**  
***Accessibility for Ontarians with Disabilities Act*, 2005. S.O. c.11**  
***Accessibility Standards for Customer Service*, Ontario Regulation 429/07**  
***Integrated Accessibility Standards*, Ontario Regulation 191/11**



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## Multi-Year Accessibility Plan

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The Bonfield Public Library (BPL) is committed to treating all people in a way that allows them to maintain their dignity and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Meeting the Requirements of the AODA Regulations and Accessibility for Ontarians with Disabilities Act (AODA).

Pursuant to the Meeting the Requirements of the AODA Regulations, the following sets out an action plan to ensure that library service at BPL is relevant, inclusive and responsive for all, including persons with disabilities.

### **TRAINING**

Training is provided to BPL staff and associated parties on the AODA as it relates to people with disabilities.

Records of this achievement are placed in the employee(s) personnel file. All new employees receive training on the AODA as part of their orientation.

### **ACCESSIBLE EMERGENCY INFORMATION**

BPL is committed to providing patrons with publicly available emergency information in an accessible way upon request and in cooperation with the Municipality of Bonfield accessibility emergency plan.

### **EMPLOYMENT**

BPL will review and update existing employment policies and practices to reflect the requirements of the AODA.

### **BUILDING**

BPL is planning to meet the requirements of the AODA with regard to any retro-active legislative changes to codes, acts, regulations, and by-laws. In addition to meeting all current applicable codes, acts, regulations and by-laws, any capital repair or renovation projects will be reviewed and where possible accessibility enhancements will be included in the project planning.

For more information on this accessibility plan, please contact the Bonfield Public Library at [bonfieldlibrary@gmail.com](mailto:bonfieldlibrary@gmail.com). Accessible formats of this document will be made available upon request.

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## Appendix – Accessible Equipment, Services

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### Accessible formats

Many of the resources available at the Bonfield Public Library are suited to accessibility needs:

- **Vision Enhancements**
  - Downloadable E-audiobooks
  - Downloadable E-books – the settings can be adjusted with the majority of our downloadable e-books to suit personal preferences for text size and typeface
  - Books on CD
  - Large Print Books
  - Descriptive video available on some DVD's
  - A variety of hand held magnifying glass of various strengths are available, perfect for small print
- **Hearing Enhancements**
  - Many DVDs have the sub-title option

### Services

- Interlibrary Loan (ILL).
- Large Print Book Pool and DVD Pool
- CNIB DAISY (Digital Accessible Information System) players play DAISY Talking Books on CD as well as regular CDs
- Wireless Wi-Fi

### Equipment

All patron computers are using Windows 10 and have available the Ease of Access Magnify utility.

Accessibility Stations Provide:

- **Table:**
  - Large surface area
  - Furniture with at least 29" clearance under table top

#### **Monitor:**

- 22 inch widescreen flat panel
- LCD
- Non glare surface treatment

#### • **Keyboard:**

- Tri-Colour Backlit Keyboard
- Easy to read large font size

#### • **Mouse:**

- Large Ergonomic Design 3 Buttons Mouse
- mouse pad with wrist support

# Bonfield Public Library Features

## Features

- Wheelchair accessible
- wheelchair accessible washroom
- one level building
- Wheelchair accessible circulation desk
- Front door ramp
- Outdoor return box
- Adjustable chair heights
- All books on the bottom shelf is placed on their side for easier viewing/access
- Photocopier and/or Scanners that can enlarge or reduce text
- Persons with disabilities are welcomed to use personal assistive devices, registered service animals and/or support persons in the library.
- Account information is available in person, over the telephone and online
- Notification about holds pick up, overdue and due date reminders are available via telephone, Email

## Website Features

- Patrons are free to choose Large Font or zoom in and out to view the site in a size comfortable to their viewing.

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- The Bonfield Public Library is committed to the independence and integration of persons with disabilities and all who live, learn, work, plan and invest in our community. The Library is continually improving the accessibility features of internal signage and furnishings as budget allows and as required by the AODA.
  - The Bonfield Public Library encourages feedback, response and request that enable the increased to integration and the accessibility of the library's goods and services to our facility. Contact us by telephone 705-776-2396 or by email [bonfieldlibrary@gmail.com](mailto:bonfieldlibrary@gmail.com)