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Policy Name:	Integrated Accessibility Policy	Policy No.:	PS 22 Replaces PS-22&26
Category:	Public Services	Approval Date:	September 17, 2014 October 23, 2013
Approval:	Library Board	Revision Date:	May 21, 2025

Purpose

The purpose of this policy is to ensure that Newmarket Library meets or exceeds the compliance requirements set by the Accessibility for Ontarians with Disabilities Act (AODA), 2005 and the Integrated Accessibility Standards (IASR) (Regulation 191/11 as amended by O.Reg 165/16).

This policy demonstrates the alignment of Newmarket Library's values, including a commitment to diversity, equity, and inclusion, with Ontario's accessibility legislation. Newmarket Library acknowledges that accessibility is a shared responsibility between the Library's customers, staff, partners, the Town of Newmarket, and the general public.

The requirements under these standards do not replace or substitute the requirements of the Ontario Human Rights Code.

Scope

This policy applies to the provision of goods and services to members of the public, the Library employees and volunteers.

Responsibilities of the Library

For the purposes of meeting the requirements under Ontario's Integrated Accessibility Standards Regulation (IASR) (O.Reg 191/11 as amended by O.Reg 165/16), the Library shall follow the schedule for large public sector organizations (50 or more employees).

In alignment with its Mission, Vision, and Values, the Library will develop and support a service environment where the needs of persons with disabilities are addressed through the principles of dignity, respect, equity, and inclusion.

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.

Assistive devices: are any products, equipment or technological aids used by persons with disabilities that enable a person with a disability to do everyday tasks. Examples include Braille recorders, recording devices, magnifiers, and more.

Accommodation: the special arrangement made or assistance provided so that persons with disabilities can participate in the experiences available to persons without disabilities. Accommodation will vary depending on the person's unique needs.

Barrier: anything that prevents a person with a disability from fully participating in one or more aspects of society, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, or a policy or practice.

Communication: means the interaction between two or more persons or entities, or any combination of them, where information is provided, sent, or received.

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 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, including diabetes mellitus, epilepsy, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide or service dog or on a wheelchair or other remedial appliance or device, an intellectual and/or developmental disability, a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language, a mental disorder, or an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Feedback: any comments, compliments, suggestions, or complaints provided to the Library by its customers.

Information: includes data, facts and knowledge that exists in any format, including text, audio, digital or images.

Web Content Accessibility Guidelines: means the World Wide Web Consortium Recommendation.

General Accessibility Plan

The Library shall work with the Town of Newmarket to establish, implement, maintain and document a multi-year accessibility plan outlining the Library's strategy to prevent and remove barriers. The Town of Newmarket's Multi-Year Accessibility Plan outlines a phased-in strategy

to prevent and remove barriers. It addresses the current and future requirements of the standards developed under the IASR.

The plan will be reviewed and updated at least once every five years.

Procuring or Acquiring Goods, Services and Facilities

The Library shall use accessibility features and criteria when procuring or acquiring goods, services and facilities, except where not practicable to do so. Where it is deemed not practicable to do so, the Library shall provide an explanation upon request.

Training

The Library shall ensure that training is provided as soon as practicable on the requirements of accessibility standards and on the Ontario Human Rights Code as it pertains to persons with disabilities to: all employees, volunteers and all persons who participate in the developing of the Library's policies.

Information and Communications Feedback

The Library shall ensure that its processes for receiving and responding to feedback are accessible to persons with disabilities and shall notify the public about the availability of accessible formats and communications supports.

Accessible Formats and Communication Supports

The Library shall provide or arrange for accessible, formats and communication supports for persons with disabilities in a timely manner that takes into account each person's accessibility needs. These will be provided at no additional cost to the person. This applies to communications including:

- Policies
- Accessibility plans
- Emergency procedures, plans, and public safety information prepared for the public
- Forms, surveys, and other tools used to gather feedback
- Employment standards

The Library welcomes feedback from persons with disabilities on the accessibility of its collections, services, programs, and facilities.

Accessible Service Delivery

The Library is committed to the independence and inclusion of persons with disabilities in our community, and in the context of customer service will commit to the following:

1. The Library will make every reasonable effort to ensure that services and programs are accessible by:

- encouraging the use of personal assistive devices to access Library services and programs;
 - providing at least one computer workstation at each location which is equipped with assistive technology and a range of accessibility features;
2. Supporting the inclusion of support persons or service animals accompanying people with disabilities, such as by:
 - waiving fees for support persons assisting users and when fees are required providing advance notification;
 - permitting service animals to assist users and providing alternative accommodation in situations where a service animal is excluded from the premises by law. While accessing the Library's premises, the person with a disability is responsible for ensuring their service animal is clearly identified by a vest, harness, or documentation provided by the individual, and that the service animal behaves in a professional manner.
 3. The Library will provide training to its board members, staff and volunteers on how to provide customer service to people with disabilities and will keep a record of when the training was provided and the individuals who received the training.

Accessible Collections

The Library's collection development policy will ensure the availability of materials in a variety of accessible formats (e.g., print, audio, visual, etc.)

Accessible Programs and Events

The Library's Programs Policy will ensure that the development and delivery of programs and events provides reasonable accommodations for accessibility needs.

Accessible Websites and Web Content

The Library shall make its internet websites and web content conform to World Wide Web Consortium Web Content Accessibility Guidelines (WCAG).

Related Documents:

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

Integrated Accessibility Standards Regulation (IASR) (O.Reg 191/11 as amended by O.Reg 165/16)

Newmarket Library Collection Development Policy

Newmarket Library Programs Policy

Ontario Human Rights Code

Town of Newmarket Integrated Accessibility Standards Regulation, Corporate Policy

CORP.2-02

Town of Newmarket Multi-Year Accessibility Plan Web Content Accessibility Guidelines (WCAG)