

West Perth Public Library

Accessibility Plan 2020-2022

Statement of Commitment	1
Introduction	1
Section One: Past Achievements to Remove and Prevent Barriers.....	2
Section Two: Action Plans and Progress Status for 2020-2022	3
Related Documents	5

Statement of Commitment

West Perth Public Library is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that respects their dignity and independence. We believe in integration and equal opportunity and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the *Accessibility for Ontarians with Disabilities Act*, or the AODA.

Introduction

In 2005, the Ontario government passed the *Accessibility for Ontarians with Disabilities Act*, or the AODA. The goal of the AODA is to make Ontario accessible by 2025. To achieve this goal, the Government of Ontario created standards in five key areas of life: Customer Service, Information and Communications, Employment, Transportation and the Design of Public Spaces. The standards support the principles of the AODA to ensure dignity, integration, independence and equal opportunity. Compliance with the AODA and its Standards is a mandatory requirement for both private and public sector organizations. The AODA recognizes that people with disabilities are vibrant, important, and a growing part of the Ontario population. By removing barriers to participation that exist in Ontario, the AODA seeks to maximize both the inclusivity of our society and the value that people with disabilities contribute to our economy. This accessibility plan outlines the steps West Perth Public Library is taking to meet those requirements and to improve opportunities for people with disabilities.

The Library is a department of the Municipality of West Perth, which is included in the Perth County Accessibility Policy, and in the Perth County Annual Status Report Joint Accessibility Plan.

Section One: Past Achievements to Remove and Prevent Barriers

Customer Service

Outlines how West Perth Public Library provides equal opportunity for people with disabilities to obtain, use and benefit from Library services and programs.

- AODA and Human Rights Code training is included in the orientation for new staff members;
- West Perth Public Library provides access to material in a variety of formats which are suited to accommodate those who may have a perceptual disability. These include books on CD, e-audio books and e-books (settings can be adjusted with the majority of our downloadable e-books to suit personal preferences for text size and typeface), large print books, DAISY discs;
- Some databases offer text-to-speech capability;
- The Library has a wheelchair and walker available for use to members of the public who experience mobility limitations;
- The Library posts service disruptions for the public through its website and social media sites;
- The Library welcomes feedback from members of the public regarding the provision of goods and services to people with disabilities. Feedback can be provided through our website, social media sites, in-person, by email, mail, and telephone;
- Documents are available in alternative formats upon request.

Information and Communication

Outlines how West Perth Public Library will create, provide and receive information and communications in ways that are accessible for people with disabilities.

- A statement about availability of accessible formats and customer service is posted on the Library's website;
- The Library regularly evaluates compliance of website accessibility;
- Senior Library staff receive training on creating accessible documents;
- The Library provides emergency information in an alternative format or with communication supports upon request.

Employment

Outlines how West Perth Public Library will make employment practices and its workplace more accessible to potential and existing employees with disabilities.

- The Library's Human Resources Management policy incorporates all requirements of the *Employment Standards Act*;

- The Employment web page includes a statement of availability of accessible accommodations in the recruitment process;
- All job postings include a statement on the availability of accessible accommodations in the recruitment process;
- New employees are notified of the availability of accommodations during their offer of employment;
- Accessible accommodations are available to existing staff.

Design of Public Spaces

Outlines how West Perth Public Library incorporates accessible design, criteria and features when procuring or acquiring goods, services or facilities, except where it is not possible to do so.

Many accessible designs were incorporated into the 2008 expansion/renovation such as:

- Installation of an elevator to service all building levels;
- Two accessible family washrooms;
- Installation of automatic door openers;
- A wheelchair accessible entrance;
- Signage enhancements, with braille signage at each elevator;
- A variety of sizes and styles of chairs and tables;
- Large print keyboards on some public access computer terminals;
- An accessible service counter.

Section Two: Action Plans and Progress Status for 2020-2022

Customer Service

Action Plans	Progress Status
<ul style="list-style-type: none"> • Continue to consider accessibility needs when acquiring new collection materials and databases; • Continue ongoing compliance with existing obligations; • Continue to receive feedback on the accessibility of our goods, services and facilities, and take the appropriate action as required; • Explore industry best practices on providing accessible customer service. 	Visiting Library Services will be introduced in 2022 to deliver library materials to community members unable to visit the library building.

Information and Communication

Action Plans	Progress Status
<ul style="list-style-type: none"> • Ensure all public service documents and signage are accessible; • Review feedback processes and update them as required; • Train all staff on creating accessible documents and signage as required; • Ensure ongoing website accessibility compliance; • Provide information in an alternative format or with communication supports when requested. 	<p>Senior staff members attended webinars from Perth County Legislative Services in 2020 related to creating accessible documents and webpages.</p> <p>The Library launched a new website that meets WCAG 2.0 Level AA compliance in March 2021.</p>

Employment

Action Plans	Progress Status
<ul style="list-style-type: none"> • Review and update existing procedures to support employees who need temporary or permanent work accommodation as part of the Library's health and safety policy; • Review and update individual accommodation plans annually; • Continue to take accessibility needs into account through the performance management process, and career development/advancement process; • Continue to notify candidates on the availability of accommodations during the recruitment process; • Ensure employees know that disability-related accommodations and emergency plans are available; • Continue to train new staff and volunteers through onboarding and orientation, and existing staff on an ongoing basis, as required; • Provide current staff and volunteers with updated information on changes to our accessibility policies. 	<p>AODA training was provided to new and existing Board members in 2021.</p> <p>The Municipality of West Perth Human Resources department was consulted regarding updated Library job descriptions in 2021.</p>

Design of Public Spaces

Action Plans	Progress Status
<ul style="list-style-type: none"> • Continue to incorporate accessible designs, criteria and features when procuring or acquiring goods, services or facilities, where possible 	<p>Updates to public furnishings in 2021 will include accessible features for staff and patrons.</p>

Related Documents

West Perth Public Library Policy. *Accessibility*.

West Perth Public Library Policy. *Collections*.

West Perth Public Library Policy. *Health and Safety*.

West Perth Public Library Policy. *Use of Technology*.

County of Perth Annual Status Report Joint Accessibility Plan.

County of Perth Corporate Policies. *Accessibility*.

Government of Ontario. *Accessibility for Ontarians with Disabilities Act, 2005*.

Government of Ontario. *Integrated Accessibility Standard Regulation*.

Government of Ontario. *Workplace Safety and Insurance Act, 1997*.

Issued: September 2020

Revised: April 2021