

## Carlow/Mayo Public Library

Policy Type: **Operational**

Policy Number: **OP - 15**

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

Policy Revision Date: **October 30, 2013**

Policy Review Date: **Oct 2014**

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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*.

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

1. The Carlow/Mayo Public Library establishes practices and procedures that respect the dignity and independence of persons with disabilities. People with disabilities will benefit from opportunities for involvement with, and service of, the library afforded to all others.

### **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 and designates the Chief Executive Officer (CEO) as the individual accountable for the organization’s compliance with legislation.
3. The CEO 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 which 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 posted on the library’s website and 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 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:**

**Carlow/Mayo Public Library. OP-03 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**

**🔍 Editor's Note –**

The schedule for complying with the requirements of the AODA varies depending on the library's designation. Neither the Act nor the regulations refer specifically to libraries but rather define "public sector organizations" which include municipalities and "providers of goods or services or facilities". In the Ontario Regulation 191/11 Integrated Accessibility Standards, obligated organizations include:

- Large designated public sector organization with 50 or more employees
- Small designated public sector organizations with fewer than 50 employees
- Large organizations with 50 or more employees
- Small organizations with fewer than 50 employees

Correspondence to OLS from the Ministry of Tourism, Culture and Sport states that "For the purposes of AODA and its corresponding regulation, the Integrated Accessibility Standards Regulation (IASR), public libraries are considered to be part of the municipality they operate within."