



Hastings Highlands Public Library

Area: Operational
Policy Title: Meeting the Requirements of
AODA Regulations
Policy Number: OP-15

Initial Policy Approval Date: November 18, 2015
Last Review: September 12, 2016
Year of next review: 2023

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. While libraries were following *Ontario Regulation 429/07 (Accessibility Standards for Customer Service)*, that regulation was revoked in 2016 along with specific sections of *Ontario Regulation 191/11 (Integrated Accessibility Standards)* and these elements replaced with *Ontario Regulation 165/16*. The Trillium Public Library meets the obligations set out in the *Act* and the accompanying regulations, in partnership with the Municipality of Trillium.

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

The Hastings Highlands Public Library establishes and implements practices and procedures that respect the dignity and independence of persons with disabilities. The Hastings Highlands 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 at least one but fewer than 50 employees” as defined within the *O. Reg. 165/16*. 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 that will outline the library's strategy to prevent and remove barriers.¹
2. The process of developing the accessibility plan will be done in consultation with persons with disabilities.
3. The plan is now in place, and will be 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. In accordance with the *O. Reg. 191/11: Integrated Accessibility Standard* as well as the new *O. Reg 165/16*, both relating to the *Accessibility for Ontarians with Disabilities Act 2005*, the library's policies will support accessibility, specifically:
 - 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
 - e. the accessible customer service policy will demonstrate a commitment to providing 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:

Trillium Public Library. OP-03 Accessible Customer Service

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

Integrated Accessibility Standards, Ontario Regulation 191/11 and amendments to this regulation under ***Ontario Regulation 165/16***