

Accessibility for Ontarians with Disabilities Act: Implementation Policy

The Lake of Bays Township Public Library (the Library) strives to comply fully with the Accessibility for Ontarians with Disabilities Act and the associated regulations.

The Library is a “small organization” (1 to 49 employees) as defined in the regulations having six employees.

The Library is obligated to abide by the Act and the standards established under the regulations. These standards, as they apply to public libraries, are: customer service, information and communications, employment, and the design of public spaces.

The Library is exempt from annual reporting requirements for which the threshold is 20 employees.

A performance audit will be undertaken every 5 years, or more frequently upon request or as circumstances arise.

A request for accessible services under any of the standards will be responded to promptly in consultation with the person making the request. Adjustments to provide service may be either temporary or permanent depending on the change required and the feasibility of making the adjustment.

The specific actions required under the Act and regulations with the relevant implementation dates are:

By January 1, 2010, you need to:

Provide accessible customer service

- train your staff and volunteers to serve customers of all abilities
 - keep a written record of the training
 - welcome service animals and support persons
 - create accessible ways for people to provide feedback
 - put an accessibility policy in place, so your employees, volunteers and customers can know what to expect
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By January 1, 2012, you need to:

Provide accessible emergency and public safety information

When asked, provide publicly available emergency information like evacuation plans or brochures, in an accessible format.

Provide accessible emergency information to staff

When necessary, provide accessible and customized emergency information. You should provide this information as soon as an employee asks for it or when you become aware an employee may need accommodation in an emergency.

By January 1, 2013, you need to:

Provide accessible library materials

When asked, provide accessible formats of existing library materials such as large print, audio or electronic versions.

By January 1, 2014, you need to:

Create accessibility policies and a multi-year plan

- create policies and a multi-year accessibility plan to help you achieve your accessibility goals
- tell your employees and customers about your policies
- post the multi-year plan on your website in an accessible format

Buy goods, services or facilities that are accessible to people with disabilities

- where possible, include accessibility design, criteria and features when purchasing new goods, services or facilities for your organization
- when it is not possible, explain why

Include accessibility features when purchasing or designing self-service kiosks

This includes interactive electronic terminals that people use to pay parking fees, validate tickets, buy groceries and renew licenses.

Make websites accessible

This includes only new websites and old websites you significantly update and new web content you create.

By January 1, 2015, you need to:

Train your staff on Ontario's accessibility laws

Train all your employees and volunteers on the accessibility requirements that apply to their job duties and organization.

Make it easy for people with disabilities to provide feedback when asked

This includes surveys or comment cards.

Make your employment practices accessible

- make how you hire, retain and provide career development opportunities accessible
 - document your processes for developing individual accommodation plan and return-to-work plans
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By January 1, 2016, you need to:

Make your public information accessible when asked

Work with person inquiring to figure out how to meet their needs as soon as possible.

Make new or redeveloped public spaces accessible

- outdoor public use eating areas
 - public outdoor paths of travel
 - parking areas
 - service counters
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By July 1st, 2016, you need to:

Change definition of large organization

- Large organization considered 50+ replacing previous count of 20+

Expand list of employees and volunteers requiring customer service training

- All employees and volunteers, anyone involved in developing policies as well as anyone providing goods, services or facilities to customers on organization's behalf must receive training on all five AODA standards. Training offered at <http://www.accessforward.ca>

Accept letters from expanded list of service animal health care providers

- Now includes psychologists, psychotherapists, audiologists, chiropractors and optometrist as well as doctors and nurses

By January 1, 2021, you need to:

Make all websites and web content accessible