



Integrated Accessibility Standards Policy

Policy Statement

Newmarket Public Library is committed to creating an inclusive culture across the organization by preventing and removing barriers for persons with disabilities. Where it is not possible to remove barriers, the Library shall make efforts to accommodate persons with disabilities in a timely, effective and suitable manner.

1. Purpose

The Integrated Accessibility Standards (IASR) (Regulation 191/11) under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) came into force on July 1, 2011. The regulation establishes standards to address barriers that persons with disabilities face in the areas Employment, Information and Communications and Transportation.

This Policy governs how the Library achieves or will achieve accessibility through meeting its requirements of the Integrated Accessibility Standards regulations which include:

- Accessibility Plan
- Procuring or acquiring goods, services or facilities, including self-service kiosks
- Providing accessible versions of materials and information for people of all abilities where they exist (Section 19)
- Employment, Recruitment and Training

The requirements under these standards are not a replacement or substitution for the requirements of the Ontario Human Rights Code.

2. Policy Development

For the purposes of meeting the requirements under IASR, the Library shall follow the schedule for large public sector organizations (50 or more employees).

3. Scope

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

4. 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.

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, information or communications barrier, attitudinal barrier, technological barrier, 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 of 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.

Internet website: a collection of related web pages, images, videos or other digital assets that are addressed relative to a common Uniform Resource Identifier (URI) and is accessible to the public.

Kiosk: means an interactive electronic terminal, including a point of sale device, intended for public use.

Web Content Accessibility Guidelines: means the World Wide Web Consortium Recommendation, dated December 2008, entitled "Web Content Accessibility Guidelines (WCAG) 2.0.

5. Part 1: General

Accessibility Plan

The Library shall work with the Town of Newmarket to establish, implement, maintain and document a multi-year accessibility plan which will outline 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 and addresses the current and future requirements of the standards developed under the Integrated Accessibility Standards Regulation, O.Reg.191/11.

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.

Self-service Kiosks

The Library shall incorporate accessibility features when procuring or acquiring self-service kiosks, except where not practicable to do so.

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.

6. Part 2: 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. The Library shall consult with the person making the request to determine the suitability of an accessible format or communication support.

Accessible Public Library Material

The Library Board shall provide access to or arrange for the provision of access to accessible materials where they exist in accordance with Section 19 of the IASR.

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) 2.0, initially at Level A and increasing to Level AA. By January 1, 2014, any new web content will conform with WCAG 2.0 Level A. By January 1, 2021, all internet website and web content shall conform with WCAG 2.0 Level AA.

Emergency Information

Should the Library prepare emergency information procedures, plans or public safety information and make the information available to the public the information shall be provided in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

7. Part 2: Employment Standards

The Employment Standard builds upon the existing requirements under the Ontario Human Rights Code in relation to how to accommodate persons with disabilities throughout the job application process and the employment relationship. This standard applies to employees and does not apply to volunteers and other non-paid individuals.

Recruitment

The Library shall notify employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process. During a recruitment process, the Library shall notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to materials or processes being used. The Library shall consult with the applicant and provide or arrange for the provision of a suitable accommodation that takes into account the applicant's disability. A successful applicant shall be notified of the policies for accommodating employees with disabilities.

Employee Notification

The Library shall inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. Information shall be provided to new employees as soon as practicable after they begin their employment. Updated information shall be provided to employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.

Accessible Formats and Communication Supports for Employees

When requested by an employee, the Library shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for information that is needed in order to perform the employee's job; and information that is generally available to employees in the workplace.

Workplace Emergency Response Information

The Library shall provide individualized workplace emergency response information to employees who have a disability if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability. Individualized workplace emergency response information shall be reviewed when the employee moves to a different location in the organization; when overall accommodations needs or plans are reviewed; and when the Library reviews its general emergency response policies.

Individual Accommodation Plans (IAP)

The Library shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities. The process shall include the elements identified in section 28(2) of the IASR.

Return to Work Process

The Library shall develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.

Performance Management, Career Development, Advancement and Redeployment

The Library shall take into account the accessibility needs of employees with disabilities, and individual accommodation plans, when using its performance management processes, when providing career development and advancement to its employees and when considering redeploying employees with disabilities.

8. Part 3: Transportation

The Library does not provide conventional or specialized transportation services to the public. Transportation standards are regulated through the Town of Newmarket Integrated Accessibility Standards Regulation, Corporate Policy CORP.2-02

Related Documents:

Ontario Human Rights Code
Accessibility for Ontarians with Disabilities Act, 2005
Integrated Accessibility Standards Regulation 191/11
Town of Newmarket Integrated Accessibility Standards Regulation, Corporate Policy CORP.2-02
Town of Newmarket Accessibility Plan