



## Innisfil Public Library Board

### Multi-Year Accessibility Plan Edition #2 - 2017-2021 (5-Year Plan)

#### 2017 Annual Status/Progress Review Report

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The *Accessibility for Ontarians with Disabilities Act (AODA) 2005* imposes a legal duty on organizations to achieve accessibility. The *Act* provides the framework for the development of provincial regulations in accessibility. Effective July 1<sup>st</sup>, 2016, *Ontario Regulation 429/07 - Accessibility Standards for Customer Service*, and *Ontario Regulation 191/11 – Integrated Accessibility Standards (Information and Communication, Employment, Transportation and Design of Public Spaces)*, were consolidated into a single *Integrated Accessibility Standards Regulation* through amendments contained in *Ontario Regulation 165/16*. The Innisfil Public Library meets the obligations set out in the *Act* and the accompanying regulations, in partnership with the Town of Innisfil, as a large public sector employer.

The Innisfil Public Library Board establishes and implements practices and procedures that respect the dignity and independence of persons with disabilities. The Board is committed to ensuring that each employee, volunteer and customer 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.

Since the origination of the Plan in December 2012, the Innisfil Public Library has been actively pursuing the requirements of the legislation in partnership with the Town. The original plan was reviewed, updated and re-written as required in 2017. This update will provide a 2017 Annual Review of the **Board's Multi-Year Accessibility Plan Edition #2**.

### A. Customer Service

The Innisfil Public Library Board is committed to providing accessible customer service to people with disabilities. This means that we will provide goods and services with the same high quality and timeliness to all who visit and use the Library.

Requirement	Compliance Date	Status
Develop and implement Accessible Customer Service Policies, Procedures and Practices.	January 1, 2010	√ <b>Completed.</b> <i>Accessible Customer Service Policy</i> created in 2009. This policy was merged in 2016, with the <i>Accessibility – Integrated Accessibility Standards – Regulation 191/11 Policy</i> .
Provide Accessible Customer Service Training to applicable individuals as per the legislation.	January 1, 2010	√ <b>Completed</b> for current personnel. Library continues to provide training to new hires, volunteers etc.
Ensure third parties providing services on behalf of the Library or who are involved in the development of policies or procedures receive Accessible Customer Service training	January 1, 2010	√ <b>Completed/Ongoing.</b> Library continues to provide training as required. (Board, Friends of the Library).

## B. Information and Communications

The Innisfil Public Library Board is committed to making our information and communications accessible to people with disabilities.

Requirement	Compliance Date	Status
Development of Integrated Accessibility Standard Policies.	January 1, 2013	√ <b>Completed.</b> Developed <i>Integrated Accessibility Policy</i> and the <i>Meeting the Requirements of the AODA Regulations Policy</i> which includes a <i>Statement of Organizational Commitment to meet Accessibility Needs of Persons with Disabilities</i> . The Library's <i>Integrated Accessibility Policy</i> has been re-written to include all the components of the <i>Accessible Customer Service Policy</i> , pursuant to the amendments contained in Ontario Regulation 165/16.
Create a Multi – Year Accessibility Plan which outlines strategies to address barriers and meet requirements of the AODA. Post the Plan on the Library's website and review every five years.	January 1, 2013	√ <b>Completed.</b> Developed the Second Edition of the Library's Multi-Year Accessibility Plan in May 2017; it is posted on the Library's website; and was provided to the <i>Innisfil Accessibility Advisory Committee (IAAC)</i> for review at their August 2017 meeting. They were pleased with the Plan and had no concerns.
Prepare an <i>Annual Status Report</i> on the progress of the Multi-Year Accessibility Plan. Post the status update on the Library's website.	Annually in January	<b>Ongoing.</b> Incorporated into annual business reporting processes to the Board. Following the annual status update, the plan is posted on the Library's website.
Emergency Procedures, Plans or Public Safety Information will be provided upon request in an accessible format or with communication support, as soon as is practicable.	January 1, 2012	<b>Ongoing.</b> Will be provided as requested in the appropriate format.

New Internet sites and content to meet WCAG (Web Content Accessibility Guidelines) 2.0 - Level A standards.	January 1, 2014	<b>Ongoing.</b> Website Committee has been established to review and implement required changes. <b>Current website is compliant.</b>
All Internet sites and content to meet WCAG 2.0 - Level AA standards.	January 1, 2021	This work has begun in <i>Our Stories</i> .
Public Libraries are to provide access to or arrange for the provision of access to accessible materials where they exist; & make information about the availability of accessible materials publicly available, in an accessible format or with appropriate communication supports, upon request.	January 1, 2013	√ <b>Completed.</b> Access to accessible materials that exist on the Library's website and brochures is provided and Staff members are always expected to, upon request, provide information on access to accessible materials that exist in an accessible format or with appropriate communication supports. Policies are regularly reviewed and amended as required.
An Accessible Feedback Process is to be developed and implemented and made public.	January 1, 2014	√ <b>Completed.</b> Feedback process was implemented with the development of the initial <i>Accessible Customer Service Policy</i> in 2009.
Accessible formats and communication supports are to be provided upon request, in a timely manner and at no additional cost above the regular fee charged. Staff is required to consult with the person with a disability to determine the most appropriate format. The Public must be notified of the availability of accessible formats and communication supports.	January 1, 2015	√ <b>Completed.</b> Policies and procedures are reviewed regularly to ensure that accessibility requirements are met. Staff is aware of this requirement and conduct 'reference interviews' to ensure that all customers' needs are understood. This information is available on the Library's website.

### C. Employment

The Innisfil Public Library Board is committed to fair and accessible employment practices.

Requirement	Compliance Date	Status
Recruitment General - Notify employees and the public that accessible accommodations are available for applicants with disabilities during the recruitment process upon request.	January 1, 2014	√ <b>Completed.</b> The accessibility tagline, used by the Town, is added to all job advertisements, advising applicants of the availability of accommodations during the recruitment process.
Recruitment (Assessment or Selection Stage) - Notify short-listed applicants, that accommodations related to materials or processes are available upon request. Consult with the applicant to determine the most appropriate accommodation.	January 1, 2014	√ <b>Completed.</b> Library Recruitment, Assessment and Selection policies and processes have been updated to ensure compliance with all applicable legislation. Applicants who are selected to proceed to the interview stage are advised of the availability of accommodations during the recruitment process. Applicants must meet the bona fide occupational requirement.
When making offers of employment, the Library must notify the successful applicant of its policies for accommodating employees with disabilities	January 1, 2014	√ <b>Completed.</b> Current offer letters to notify the successful applicant of the Library's policies for accommodating employees with disabilities. Successful applicants are informed during the verbal job offer of the Library's policies for accommodating employees with disabilities.
Employers are required to inform all employees of their policies for supporting employees with disabilities. This includes their policies on providing employment-related accommodations that take into account the accessibility needs of employees with disabilities.	January 1, 2014	√ <b>Completed.</b> The Library through the Town of Innisfil has a Modified Work Program in place and a well established practice for the application of that program. An update on the AODA and IASR will be provided to all current employees using our traditional communications channels. All new employees will receive the information as

		part of their offer and enrolment process. Managers are informed of the programme and AODA components through training.
Upon request, employers are required to consult with employees with disabilities to determine which <b>accessible formats and/or communications supports</b> they require. This requirement applies to information that employees with disabilities need to perform their jobs effectively.	January 1, 2014	√ <b>Completed.</b> Current practice is to respond to the unique requests for information from individual employees in a way that meets all of their needs, including those for accessible formats. To date all Modified Work Plans and their implementation have been individualized and customized to suit each employee's particular circumstances.
Employers are required to prepare for emergency situations by providing employees with disabilities, with individualized <b>workplace emergency response information</b> 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.	January 1, 2012	√ <b>Completed.</b> Initially, all employees were advised of this component using the Library's traditional communications channels. Subsequently, it became part of the orientation process. Employees who have self-identified as requiring emergency response assistance or information are asked to meet with Library Administration to develop an appropriate individualized evacuation and emergency response plan
Employers shall develop and have in place a written process for the development of <b>documented individual accommodation plans</b> for employees with disabilities.	January 1, 2014	√ <b>Completed.</b> Library Modified Work Plans are established in conjunction with the Town as required. The processes include detailed documentation for all individual accommodation plans and a Library <i>Early &amp; Safe Return to Work</i> program which includes written details and descriptions of the individual accommodation. All information gathered and used in this process is protected in accordance with <i>MFIPPA</i> and other applicable legislation.

Employers are required to develop <b>Return-to-Work Processes</b> that document the steps they will take to help employees to return to work when they have been absent because of a disability and who will need some form of disability-related accommodation to return to work.	January 1, 2014	√ <b>Completed.</b> Library Modified Work Plans are established in conjunction with the Town as required. The processes include detailed documentation for all individual accommodation plans and a Library <i>Early &amp; Safe &amp; Return to Work</i> program which includes written details and descriptions of the individual accommodation, as per the Library's <i>Accommodation &amp; Return to Work Policy</i> . All information gathered and used in this process is protected in accordance with <i>MFIPPA</i> and other applicable legislation.
Employers that have <b>performance management processes</b> in place are required to consider the accessibility needs of employees with disabilities in these processes.	January 1, 2014	<b>Ongoing.</b> Employees whose performance may be impacted by a possible disability will be referred to Library Administration who can assist in arranging an assessment and the development of an action plan if appropriate to do so. Information will be included in Manager Training. The <i>EMPLOYMENT – Accommodation and Return to Work Policy</i> has been in place since January 2014.
When employers provide <b>career development and advancement</b> opportunities to their employees, they must take into account the individual accommodation plans that are in place for their employees with disabilities.	January 1, 2014	<b>Ongoing.</b> Ensure through policy and procedure that individual accommodation plans are taken into account when career development and advancement opportunities are provided to employees. Policy in place.
Employers that use <b>redeployment</b> are required to take into account the accessibility needs of employees with disabilities. This includes reviewing individual accommodation plans when moving employees with disabilities to other jobs within their organizations.	January 1, 2014.	<b>Ongoing.</b> Ensure the Modified Work Plan and <i>Early &amp; Safe Return to Work Program</i> meet this requirement. Policy in place.

#### D. Procurement

The Innisfil Public Library Board is committed to accessible procurement processes.

Requirement	Compliance Date	Status
Incorporate accessibility criteria and features into the Purchasing or Acquiring of goods, services and facilities where practicable.	January 1, 2013	√ <b>Completed.</b> Accessibility requirements included in the 'Purchasing Policy' (in both the 2011 and 2014 versions). Accessibility Compliance Certificate required for proponent's submissions.

#### E. Self-Service Kiosks

The Innisfil Public Library Board is committed to incorporating accessibility features / considering accessibility for people with disabilities when designing, procuring or acquiring self-service kiosks.

Requirement	Compliance Date	Status
The Library shall have regard for the accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks.	January 1, 2014	<b>Ongoing.</b> Past purchases of self-service kiosks have required the inclusion of accessibility features, which will continue to be a determining factor in future purchases.

## F. Training

The Innisfil Public Library Board is committed to providing training in the requirements of Ontario's accessibility laws and The Ontario Human Rights Code as it applies to people with disabilities.

Requirement	Compliance Date	Status
Training on the requirements of the <i>Integrated Accessibility Standards</i> and the <i>Ontario Human Rights Code</i> , to be provided to Staff, Volunteers and other third parties, if they provide goods, services or facilities on behalf of the Library or are involved in the development of corporate policies.	January 1, 2014	√ <b>Completed/Ongoing.</b> Training on the specific elements of the IASR, which are applicable to the Library and the Ontario Human Rights Legislation has been provided as required and will continue to be provided to all new hires.

## G. Design of Public Spaces

Requirement	Compliance Date	Status
Innisfil Public Library Board will meet accessibility laws when building or making major changes to public spaces.	January 1, 2014	<b>Ongoing.</b> The Cookstown and Lakeshore Branches were built according to accessibility requirements and reviewed by the <i>Innisfil Accessible Advisory Committee</i> . Three of our four branches are accessible and the fourth branch has been fitted with a ramp to the front door. In the Fall of 2016, accessible door operators were added to three doors in the Lakeshore and Cookstown branches. All future renovations or building projects will be guided by accessibility standards.

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