



Parry Sound  
Public Library

# Multi-Year Accessibility Plan

## 2024 – 2028

### Purpose of the Plan

The Parry Sound Public Library is committed to preventing and removing barriers to accessibility and by meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act (AODA.)

Pursuant to the Library Policy: OP-15 Accessibility in the Library (revised 2023), the following sets out an action plan to ensure that services at the Library are relevant, inclusive and responsive for all, including persons with disabilities.

### Statement of Commitment

The Parry Sound Public Library is committed to providing equitable access to library services. The Library will endeavour to ensure 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, and in accordance with the *Ontario Human Rights Code* and the *AODA* and its regulations.

Parry Sound Public Library will develop and support a service environment where the needs of persons with disabilities are addressed in accordance with the principles of dignity, respect, equity, and inclusion.

### Definitions

**AODA** – Accessibility for Ontarians with Disabilities Act, 2005, S. O. 2005, C. 11

**IAS** – Integrated Accessibility Standards O. Reg 191/11

## **Policies**

**Accessibility Policy** – the Library has an accessibility policy (OP-15: Accessibility in the Library) which includes Section 6: Accessible Customer Service. The policy is posted on the Library website. Accessibility standards have also been incorporated into other Library policies where appropriate.

## **Services**

The Library is committed to providing equitable access to all library patrons. Such services will be offered in a way that respects the dignity and full participation of persons with disabilities.

The Library shall provide access to or arrange a provision of access to accessible library collections where they exist as described in the Integrated Accessibility Standards. Collections will be developed so that they contain materials in alternative formats and for audiences with varying levels of literacy and comprehension.

The main circulation desk is at such a height as to be useable by a person seated in a mobility aid. The Library shall incorporate accessibility features when designing, procuring or acquiring any future renovations to service areas.

## **Accessible Formats**

The Library will provide or arrange for the provision of accessible formats and communication supports upon request, at no additional cost, in a timely manner, and in consultation with the person making the request.

The Library offers several methods of communication, including in-person conversations, telephone and online through email, web forms and social media. Staff will tailor their method of communication in order to best meet the needs of the patron.

The Library provides material in a number of accessible formats such as Large Print, audiobooks, CELA discs, eBooks, and Braille. Victor Readers (also known as Daisy Readers) are available to borrow with an active library card. Magnification tools are also available for use in-library or to borrow.

The Library's website and web content conforms to the Web Content Accessibility Guidelines (WCAG) 2.0. and Level AA.

## **Supports**

### **Assistive Devices**

The Library is committed to serving people with disabilities who use assistive devices to obtain, use or benefit from Library services.

### **Service Animals**

The Library is committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public. A service animal must be identified by wearing a service vest, or the person with a disability must provide documentation from a regulated health official, as described under the AODA, confirming that it is required because of their disability.

### **Support Persons**

The Library is committed to welcoming people with disabilities who are accompanied by a support person. Any person with disabilities who is accompanied by a support person will be allowed to enter our premises with their support person. At no time will the person with a disability who is accompanied by a support person be prevented from having access to their support person while on our premises. Library staff will communicate directly with the patron with the disability. Fees will not be charged for support persons attending with persons with disabilities who are conducting Library business or attending Library events.

## **Employment and Volunteering**

The Library is committed to being an equal opportunity employer. Our accommodation statement will be included in all job postings.

The Library will provide IAPs (Individualized Accommodation Plans) to staff as needed. Included in IAPs will be individualized emergency response information.

### **Training**

The Library will provide training to all employees, volunteers, and others who assist the public and all those who are involved in the development and approvals of accessible customer service policies, practices and procedures.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005
- The requirements of the Customer Service Standard
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require assistance of a service animal or a support person
- How to use the equipment or devices available at the Library that may help with the provision of services to people with disabilities

- Library policies, practices, and procedures relating to the Customer Service Standard

### **Performance Appraisals**

The Library shall take into account the accessibility needs of employees as well as IAPs when conducting performance evaluations.

## **Facilities**

The Library will meet the requirements of the AODA with respect to Library facilities, with consideration to the age of the building and financial constraints (e.g. grant availability.)

### **Buildings**

The Library will provide patrons with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

Notice of disruption will be placed at the public entrances and posted on the Library's website and social media whenever possible. Notice will be provided via a recorded message on the Library's main telephone line 705-746-9601.

Any future builds or renovations will adhere to the accessibility requirements of the Ontario Building Code.

### **Parking**

The Library has one accessible parking spot off of McMurray Street. Any future modifications or additions to Library parking will be made in accordance with the accessibility requirements of the Ontario Building Code.

Accessible formats of this document will be made available upon request.