

**SECTION: 11.10      ACCESSIBILITY**

**PURPOSE AND SCOPE:**

Burlington Public Library is committed to the independence and integration of persons with disabilities and all who live, learn, work, plan, and invest in our community.

**STATEMENT OF POLICY:**

1. The library will comply with Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the regulatory standards pertaining to customer service, employment, transportation, information and communications, and the built environment.
2. The library will make every reasonable effort to ensure that services, programs, and premises are accessible by:
  - a) Encouraging the use of personal assistive devices to use the library's collections, resources, and services
  - b) Permitting service animals to assist customers and providing alternative accommodation when the animal is disallowed under the law
  - c) Encouraging the inclusion and access of support persons accompanying people with disabilities, such as waiving program fees for support persons assisting customers
3. The library will make every effort to communicate with customers in a manner that enables the use of services, programs and our premises by:
  - a) Providing reasonable notification of all service interruptions that may affect people with disabilities
  - b) Providing and publicizing the Accessibility Policy and, upon request, making it available in alternative formats agreed upon by both parties
  - c) Providing a feedback and response process to ensure equitable and accessible access to all customers
4. The library will train staff and volunteers on AODA and all mandatory, province-wide standards, and maintain training records.
5. The library will assign a staff accessibility coordinator to develop, monitor, and report on the library's accessibility plan and its implementation to ensure compliance with AODA standards.
6. The library will make available to associated parties an information piece on the provision of customer service for people with disabilities and the library's accessibility policy and practices.

**Reference:**

Accessibility for Ontarians with Disabilities Act Regulations 429/07

**Accreditations:**

This policy was developed in consultation with *Beyond Ability International* for the Southern Ontario Library Service.

Effective Date:

Projected Review Date:

Motion #/Date:

Amended Dates: