

Oliver Paipoonge Public Library

Category: Operational	Policy number: OP-12
Policy Title: Access for Ontarians with Disabilities	Initial Policy Approval Date: 09/29/21
	Last Review/Revision Date:
	Year of Next Review: 2026

The purpose of this policy is to ensure that the Library meets the standards set out by the *Accessibility for Ontarians with Disabilities Act (AODA) 2005* and its regulations and provides accessible Library services.

This policy also reflects the regulations set out in *Ontario Regulation 165/16*, a regulation passed in 2016 which replaced *Ontario Regulation 429/07 (Accessibility Standards for Customer Service)* and specific sections of *Ontario Regulation 191/11 (Integrated Accessibility Standards)*.

1. The Board is committed to excellence in serving all customers including people with disabilities.
2. The Board will ensure that employees are trained and familiar with various assistive devices available on site.
3. The Board and employees will communicate with people with disabilities in ways that take into account their disability.
4. The Board and employees welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.
5. A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. Where program fees apply, additional fees will not be charge for support persons.
6. An accessibility plan and AODA training plan will be maintained and available upon request.
7. The Board will provide training to employees and volunteers who deal with the public. This training will be provided to employees and volunteers during their probationary period, and will be updated as necessary. Training will include:
 - a. An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
 - b. The Board’s plan related to the customer service standard.
 - c. How to interact and communicate with people with various types of disabilities.

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- d. How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.
 - e. How to use the DAISY talking book player and how to order DAISY cd's.
 - f. What to do if a person with a disability is having difficulty in accessing Library services.
8. Customers who wish to provide feedback on the way the Board provides services to people with disabilities should contact the Board in writing. The Board will review the feedback at the next regularly-schedule Board meeting.
9. Any Library policy that does not respect and promote the dignity and independence of people with disabilities will be corrected.