



Accessibility Policy

For: The Stormont, Dundas and Glengarry
County Library Board

Policy No.: 2024-11

Policy Type: Operational

Effective Date: November 21, 2024

Purpose

The Stormont, Dundas, Glengarry County Library (SDG Library) is committed to providing accessible, equitable, and inclusive library services to all individuals. The implementation of the accessibility legislation will be aligned with the Library's mission, vision, and values.

This policy acknowledges the obligation of the SDG Library to meet the requirements set by the *Accessibility for Ontarians with Disabilities Act (AODA) 2005* and the *Integrated Accessibility Standards Regulation (IASR) (O.Reg 191/11)*.

The Library will ensure that each employee, volunteer and patron receives equitable treatment 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.

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.

"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" - Defined as per Section 2 of the *Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11* and the *Human Rights Code, R.S.O. 1990, c. H.19*, as follows:

- a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- b) a condition of mental impairment or a developmental disability,
- c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- d) a mental disorder, or



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- e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*; (“handicap”)

“Service Animal” – Defined as per Section 80.45(4) of the IASR:

- a) the animal can be readily identified as one that is being used by the person for reasons relating to the person’s disability, as a result of visual indicators such as the vest or harness worn by the animal; or
- b) the person provides documentation from one of the regulated health professionals (as referenced within the regulation) confirming that the person requires the animal for reasons relating to the disability. (O. Reg. 165/16)

“Support Person” – As per Section 80.4(3) of the IASR: a person who accompanies a person with a disability in order to assist him or her with communication, mobility, personal care or medical needs or with access to goods, services, or facilities.

“Service Interruption” - A scheduled or unscheduled shutdown or closure of a library facility, program or service which may result in a reduction or change to a service level.

“Unconvertible” - Information or communications are unconvertible if it is not technically feasible to convert the information or communications, or the technology to convert the information or communications is not readily available.

Policy

1. Scope

- 1.1. This policy applies to all employees, volunteers, and patrons of the SDG Library. It encompasses all library programs, services, resources, facilities, communications, technology and employment opportunities.
- 1.2. For the purposes of AODA, SDG Library provides services on behalf of SDG Counties, and is therefore considered to be a “small designated public sector organization with at least one, but fewer than 50 employees” as defined within the IASR. The Library complies with the obligations for this sector as set out in the AODA regulations.

2. Customer Service

- 2.1. The SDG Library is committed to the independence and inclusion of persons with disabilities in our community. The SDG Library will make every reasonable effort to ensure that library collections, programs, resources, services and facilities are accessible as defined by the IASR.
- 2.2. The SDG Library welcomes the use of personal assistive devices by persons with disabilities. Where feasible, the SDG Library may provide assistive devices for

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loan or in-branch use. Users are responsible for the safe operation of their devices. Borrowed devices are used at the individual's own risk. In rare cases, where a personal assistive device poses a health or safety risk to the individual or others, the SDG Library will explore alternative reasonable solutions.

2.3. The SDG Library welcomes the inclusion of service animals and support persons accompanying people with disabilities at the library.

2.3.1. Service animals, as defined by the IASR, are allowed on parts of the premises open to the public when accessing library resources, services and facilities. The SDG Library will provide alternative accommodation in situations where a service animal is excluded from the premises by law. While accessing the SDG Library's resources, services and facilities, the person with a disability is responsible for ensuring their service animal is clearly identified by a vest, harness, or documentation provided by the individual. SDG Library employees reserve the right to ask the person for confirmation of the animal's status. Service animals must be supervised by their owners and kept in control when used to access the SDG Library's resources, services and facilities.

2.3.2. The SDG Library will encourage the inclusion and access of support persons accompanying persons with disabilities, when accessing SDG Library resources, services and facilities. In certain cases, the SDG Library might require a person with a disability to be accompanied by a support person for health or safety reasons. Before making such a decision, the SDG Library will consult with the person with a disability to understand their needs, consider health or safety reasons based on evidence, and determine if there is no other reasonable way to protect the health or safety of the person or others on the premises.

2.3.3. If a person with a disability is being assisted by a support person to an event or program that has an associated fee, the fee for the support person shall be waived.

3. Training

3.1. Training will be provided to SDG Library employees on AODA legislation and all mandatory, province-wide standards, and best practices. The SDG Library will also support the keeping of records related to the completed training.

4. Communication

4.1. The SDG Library will make its communications available, upon request, in accessible formats for people with disabilities and make the public aware of the availability of accessible formats.

4.2. The public will be made aware of accessible formats and services on the library's website.

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- 4.3. In accordance with Ontario's accessibility laws, the SDG Library will make every reasonable effort to adhere to the Web Content Accessibility Guidelines (WCAG).
- 4.4. Accessible formats and communication support will be provided upon request, in a timely manner, at no additional cost to the individual, and in consultation with the person making the request to determine the suitability of an accessible format or communication support. If information or communications are unconvertible, the SDG Library will provide an explanation and a summary of the unconvertible information.
- 4.5. In the event of a scheduled service disruption, notice of the planned disruption will be provided at least 48 hours in advance. The notice will include the reason, date and time, and affected branches.
- 4.6. In the event of an unplanned disruption of service, notice may be provided in an appropriate manner and as quickly as possible. When possible, notice will be provided on the website and signs posted at appropriate sites. Alternative methods of service may be considered and those impacted by service interruption shall be informed of any alternative methods.

5. Feedback

- 5.1. The SDG Library welcomes continuous feedback from people with disabilities on the accessibility of its collections, programs, services, resources and facilities.
- 5.2. Feedback can be provided in writing, in person, email, phone, or through the SDG Library's website. Reasonable efforts will be made to provide initial response to queries within five (5) business days of receiving a request. Feedback should be directed to:

Director of Library Services
SDG Library
26 Pitt St., #106
Cornwall, ON K6J 3P2
(613) 936-8777 x1211
rluck@sdglibrary.ca
Website: www.sdglibrary.ca

6. Related Documents

Accessibility for Ontarians with Disabilities Act, 2005. S.O. c.11 - <https://www.ontario.ca/laws-beta/statute/05a11>

Ontario Regulation 165/16 made under the Accessibility for Ontarians with Disabilities Act, 2005. S.O. c.11 and amending O Reg. 191/11 (Integrated Accessibility Standards) <https://www.ontario.ca/laws-beta/regulation/110191>



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Human Rights Code, R.S.O. 1990, c. H.19 - <https://www.ontario.ca/laws-beta/statute/90h19>