



Type:	User Services
Authority:	CEO
Resolution No.:	BMPL 2018-105 on 5-17-18; POL-PUB.2018.56
Associated Documents:	<ul style="list-style-type: none"> • Accessibility for Ontarians with Disabilities Act, SO 2005, c.11 • Ontario Public Library Guidelines • Ontario Building Code

Legal Framework

The Associated Documents list above identifies the primary Acts and external documents which apply to the Board and direct the CEO.

PUB.2018.56.1

Commitment Statement

The Blue Mountains Public Library is committed to the independence and inclusion of persons with disabilities.

1. The BMPL, including the library, museum, gallery and archive shall make every reasonable effort to ensure that services and programs are accessible by:
 - 1.1. Encouraging the use of personal assistive devices to access our services and programs;
 - 1.2. Encouraging independent use of the facilities, while including a service model which shall assist, with dignity, those who cannot physically access areas or collections of the BMPL;
 - 1.3. Encouraging the participation of support persons accompanying people with disabilities and waive fees for support persons assisting users when possible and provide advanced notification when fees are required;
 - 1.4. Permitting service animals to assist users and provide alternative accommodation when a service animal is prohibited by law.
2. The BMPL shall make every effort to communicate with users in a manner that enables the use of services and programs by providing:
 - 2.1. Reasonable notification of all interruptions that especially relate to the provision of services and programs for people with disabilities;
 - 2.2. The Accessible Customer Service Standard policy and making it available in alternative formats upon request;
 - 2.3. A feedback, response and tasking process that enables increased inclusion of users and accessibility to goods and services;
 - 2.4. Information on the provision of customer service for people with disabilities and accessible services and programs.

PUB.2018.56.2

Training

The BMPL provides training on how to provide customer service to people with disabilities, to:

1. Those who participate in developing policies and procedures;
2. Every person who works with the public on behalf of the library, museum, or gallery.

PUB.2018.56.3 Accessibility Plan

The CEO shall create an Accessibility Plan that shall incorporate needs of the users and Personnel. This Plan shall:

1. Inform planning and preparation for expansion of services, collections and facilities; and
2. Be reviewed annually and updated every four years or as legislation requires.

PUB.2018.56.4 Customer Service Policy

1. The BMPL aims to provide a positive user experience, regardless of disability. Given that many disabilities are not visually identifiable by employees, and to provide independence and respect to those who do have visibly identifiable disabilities. It is the responsibility of the user to make any requests for assistance or accommodations when required.
2. Not all accommodations are possible within the budget and within the heritage location of the Craighleith Heritage Depot; however, the employees shall attempt to address all requests or find a mutually agreeable solution.
3. Employees and Board members shall participate in Customer Service Training in order to meet the AODA requirements.

PUB.2018.56.5 Multiple Formats

1. The Library shall offer materials in multiple formats including:
 - 1.1. Large print;
 - 1.2. CNIB DAISY books and magazines;
 - 1.3. Audio books;
 - 1.4. Downloadable audio books; and
 - 1.5. Downloadable e-books.
2. Digital Collections are a mix of archival and electronic resources. Digital archival materials are often not accessible due to their age. E-resources, although usually accessible, are created and published by outside groups and therefore not always modifiable.
3. Exhibitions and Interpretation within the museum shall strive to produce accessible programs, products, and exhibits.
4. All documents produced by the BMPL including Board packages shall be produced using AODA compliant software, or with software that is compliant with most accessibility software.

PUB.2018.56.6 Service Assistants

1. In the event that a Support Person is required by a user attending an event for which the BMPL is charging, the employee shall waive the fees for the Support Person providing the BMPL does not incur a loss as a result (e.g. movie tickets, Library gala fundraiser dinner).
2. Service Animals shall be allowed into all events held within the Library's facilities. The Library shall provide notice if an off-site event does not allow service animals due to the venue's rules of use. BMPL shall make efforts to select venues where service animals are not restricted.

PUB.2018.56.7 Communication, Feedback & Availability of Documents

1. BMPL communications shall be available in alternate formats including large print and screen reader formats. Braille and spoken word formats may also be considered upon request, and as available.
2. The website shall be designed using the AODA as a minimum level of accessibility.
3. Users and other community members are encouraged to offer feedback in a variety of formats to assist the BMPL in improving our services. The Library may request feedback from users and professional associations in order to best serve the needs of the community.
4. Temporary Disruption of Service Notices shall be provided utilizing the website and social media sites. When available, the TBM e-blast will be used to provide notice of temporary disruption of accessibility services. (Note: Power outage which closes buildings may also limit access to connectivity.)

PUB.2018.56.8 Public Emergency Evacuation Plan

The CEO shall be responsible for developing a Public Emergency Evacuation Plan for the buildings and reviewing said plan with the employees annually and during orientation for new employees. This plan shall include evacuation points, as well as safe rooms and designated wait stations.

PUB.2018.56.9 Transportation

The BMPL does not regularly provide transportation, however, on occasion some programs may include transportation (e.g. youth program to see a movie release based on a popular book). In this case a statement shall be included in promotion stating that registrants must provide notice of accessible transportation requests at the time of registration. Deadlines may be required in order to reserve the appropriate transportation to accommodate persons with disabilities.

PUB.2018.56.10 Craigleith Heritage Depot Limitations

The BMPL is aware that the Craigleith Heritage Depot is not, and cannot be made fully accessible since it is a heritage artifact of the collection. The current limitations shall be considered regularly by the BMPL in an attempt to bridge services within the current building and to best plan the needs for a new or expanded facility. Some of the main considerations include:

1. Automated doors;
2. Interior/Exterior Stairs;
3. Multi-floor building;
4. Multi-level primary museum space;
5. Shelving maximum and minimum heights;
6. Uneven Floors; and
7. Interior/Exterior signage.

PUB.2018.56.11 Constrution and Renovations

BMPL shall ensure all renovations and new construction meet or exceed the AODA expectations as outlined in:

1. The Ontario Building Code; and
2. The Ontario Public Library Guidelines.

Original Approval: 2018-05-17

Amended On: 2019-05-16