

	Accessibility Policy	Policy # OP-01
		Policy Type: Operations
		Approved Motion: 2025-34
		Review Date: 2029

PURPOSE

The purpose of the Accessibility Policy is to ensure that the Ramara Township Public Library provides equal access and participation to people with disabilities in accordance with the *Accessibility for Ontarians with Disabilities Act (AODA) 2005*. This policy is designed to outline how the Library will prevent and remove barriers, provide accessible services, and treat all individuals with respect and dignity. The Library is committed to continuously improving accessibility and regularly assessing our services to ensure we meet the diverse needs of our patrons with disabilities.

SCOPE

This policy applies to all staff and volunteers of the Ramara Township Public Library, as well as any services or goods provided by the Library. This includes, but is not limited to, all public-facing services, events, and programs, both on-site, off-site, and through virtual platforms. This policy will be reviewed periodically, and feedback will be gathered from users to ensure our services remain accessible and effective.

POLICY STATEMENT

The Ramara Township Public Library is committed to ensuring equal access and participation for people with disabilities. We will do so by removing and preventing barriers to accessibility and expanding accessible customer service.

DEFINITIONS

Assistive Devices – Any equipment or item used to assist individuals with disabilities in performing daily activities or in accessing goods, services, and facilities. This includes wheelchairs, hearing aids, prosthetics, and any other device that supports accessibility.

Barrier – Anything that prevents or hinders a person with a disability from fully participating in all aspects of society. Barriers can be physical, attitudinal, informational, or technological.

Disability – A disability is defined as any degree of physical or mental impairment that, in interaction with a barrier, hinders a person's full and equal participation in society. This includes, but is not limited to, a wide range of conditions such as mobility, sensory, cognitive, and developmental disabilities.

Service Animal – an animal trained to do work or perform tasks for a person with a disability. This includes animals that assist people with visual, auditory, or other types of disabilities.

Support Person – A person who accompanies someone with a disability to assist them in communication, mobility, or other activities. This may include personal attendants, family members, or friends.

TRAINING

The Library will provide ongoing training to all employees, volunteers and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of accessible customer service policies, practices and procedures.

The CEO or designate, will ensure that staff/volunteers receive training no later than one month after commencement of duties. The CEO shall maintain records of training provided

ACCESSIBLE SERVICES

The Library is committed to providing accessible services, including, but not limited to:

- Providing various formats of collections to ensure accessibility for all users.
- Offering assistive technologies such as accessible computers and devices that support accessibility.
- Adapting programs and services to meet the needs of individuals with disabilities, including the possibility of creating alternative formats for materials or providing additional time for access.

ASSISTIVE DEVICES

The Library is committed to serving people with disabilities who use assistive devices to obtain, use or benefit from Library services. We will continuously evaluate and invest in assistive devices and technology to ensure that we provide the necessary tools for our patrons' needs, including but not limited to magnifying glasses, walking devices, and accessible workstations.

COMMUNICATION

- Staff will communicate with people in ways that take into account their disabilities.
- The Library offers several methods of communication, including in-person conversations, telephone services, and online communications through web forms, email and social media, as per each patron's preference.

- The Library's website and web content will conform with the World Web Consortium Web Content Accessibility Guidelines (WCAG) 2.1

SERVICE ANIMALS

Service animals will be welcome in all areas of the Library, unless the animal exhibits behaviour that jeopardizes the health and safety of others, such as aggression, or disruption. In such cases, staff will work with the individual to find an alternative way to provide access.

SUPPORT PERSONS

The Library is committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter our premises with their support person. At no time will someone be prevented from having access to their support person while on our premises. Fees will not be charged for support persons attending with persons with disabilities who are conducting Library business. Support persons may be charged for events if the event is not a Library-sponsored event.

NOTICE OF TEMPORARY DISRUPTIONS

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.

RELATED POLICIES

OP-02 Emergency Closure & Inclement Weather
OP-04 Code of Conduct