

London Public Library

Accessibility for Users with Disabilities

Effective: June 23, 2022

Next Review: June 2026

PURPOSE:

The purpose of this Policy is to ensure that the London Public Library (Library) provides accessible Library Services, resources and facilities to persons with Disabilities, and to ensure compliance with the requirements of the [Accessibility for Ontarians with Disabilities Act, 2005](#) (AODA) and consistency with City of London policies, standards and guidelines pertaining to accessibility.

SCOPE:

This Policy governs and supports internal and external services and practices, including, but not limited to, facilities, technology, information and communication, and applies to all Library Staff, Volunteers, Board Members and all persons participating in Library business or activities, including patrons, service providers, and contractors.

DEFINITIONS:

- **Assistive Device:** means a device used to assist persons with Disabilities in carrying out activities.
- **Disability or Disabilities:** means 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, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, physical reliance on a guide or Service Animal or on a wheelchair or other remedial appliance or Assistive Device, an intellectual development Disability, a learning Disability, a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language, a mental disorder, or an injury or Disability for which benefits were claimed or received under the insurance plan established under the [Workplace Safety and Insurance Act, 1997](#).
- **Library Facility:** means facilities owned and operated, or operated by the Library.
- **Library Services:** means what the Library offers to the public in an effort to meet a defined set of community needs.
- **Persons Who Provide Library Services:** means Board Members, Employees, Volunteers or any other person engaged in the provision of Library Services, and third parties who deal with Library users on the Library's behalf, such as those providing program services or renting Library Facilities for performances and events open to the public.
- **Service Animal:** means any animal used by a person with a Disability for reasons related to the Disability where it is readily apparent that the animal is used by the person for reasons relating to their Disability; or, where the person

provides a letter from a physician, therapist, psychologist, occupational therapist, physiotherapist, optometrist or nurse confirming that they require the animal for reasons relating to their Disability, a valid identification card signed by the Attorney General of Canada, or a certificate of training from a recognized guide dog or Service Animal training school.

- **Support Person:** means a person who accompanies a person with a Disability in order to assist them with communication, mobility, personal care, or medical needs.

POLICY STATEMENT:

The Library is committed to exceptional customer service for all Londoners and is committed to removing barriers to service for persons with Disabilities.

BACKGROUND:

The *AODA* is a provincial act with the purpose of developing, implementing and enforcing accessibility standards in order to achieve accessibility for persons with Disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises.

The [Integrated Accessibility Standards Regulation 191/11](#) (IASR), effective January 1, 2012 and phased through to 2021, addresses standards related to information and communication, employment, transportation, the built environment, and customer service standards.

COMMITMENT:

The Library is committed to ensuring that compliance with the IASR is achieved according to the effective dates indicated in the legislation. The IASR requires the Library to have in place an up-to-date [Accessibility Plan](#), in which commitments are detailed. Relevant customer service standards and the Library's obligations to uphold those standards are listed below.

Assistive Devices and other Measures that Assist with Accessibility

A person with a Disability may use their own Assistive Device for the purpose of obtaining or using Library Services, Library Facilities, or Library goods unless staff determine that the Assistive Device may pose a risk to the health and safety of the person with a Disability or to the health and safety of others in Library Facilities. In these situations, the Library may offer a person with a Disability other measures to assist them in obtaining and using Library Services, where the Library has such other measures available.

It is the responsibility of the person with a Disability to ensure that their Assistive Device is operated in a safe and controlled manner at all times.

- **Availability of Policies**

Library policies will be provided through the Library's website, consistent with the requirements of the AODA.

- **Communications with Persons with Disabilities**

When communicating with a person with a Disability, the Library will do so in a manner that considers the person's Disability.

- **Feedback Related to Goods, Services and Facilities**

Feedback related to goods, Library Services and Library Facilities from a member of the public may be given using the accessible format required by the person with a Disability. Communication supports will be provided upon request.

- **Library Services**

All Library core services in all service locations are accessible by persons with a Disability.

The Library strives to provide services that respect the specific needs of the person with a Disability and in a manner that respects dignity, integration, independence, and provides equal opportunity to access and participation.

- **Temporary Service Disruptions**

In the event of a scheduled service disruption, the Library will notify staff and the public about the reason, length of the disruption and alternative access options through internal and external communication channels at least 48 hours in advance.

In the event of an unplanned disruption, the Library will provide notice as quickly as possible through the Library's internal and external communication channels.

- **Service Animals**

Persons with a Disability may enter Library Facilities accompanied by a Service Animal and keep the Service Animal with them if the public has access to such Library Facilities and the Service Animal is not otherwise excluded by law. If a Service Animal is excluded by law, the Library will ensure that alternate means are available to enable the person with a Disability to obtain, use or benefit from Library Services.

If it is not readily apparent that the animal is a Service Animal (e.g. the animal is wearing a sanctioned vest or harness), Library staff may ask the person for confirmation of the animal's status, as outlined above.

It is the responsibility of the person with a Disability to ensure that their Service Animal is kept in control at all times.

If the use of a Service Animal is prohibited by another law, the Library will explain why the Service Animal is excluded and will have a discussion with the person with a Disability about alternate ways to access goods, Library Services, and Library Facilities.

All standards expressed above apply to staff requiring the support of a Service Animal.

- **Support Persons**

The Library welcome persons with Disabilities and their Support Persons. It may be required for a person with a Disability to be accompanied by a Support Person while on Library Facilities in situations where it is necessary to protect the health and safety of the person with a Disability or the health and safety of others on the Library Facilities.

A Support Person, when assisting a person with a Disability to obtain or use Library Services, will be permitted to attend at no charge where an admission fee is applicable.

- **Training**

The Library will ensure that all persons to whom this Policy applies receive training as required by *AODA*. A record of training will be kept by Human Resources. Training will be provided as part of orientation training for new Board Members, Employees and Volunteers and on a continuing basis as required.

INQUIRIES:

CEO & Chief Librarian
Director, Customer Services and Branch Operations
Director, Human Resources

HISTORY

Approved by Board: June 23, 2022

Reviewed by Board:

- November 7, 2007
- January 22, 2009
- April 28, 2011
- April 18, 2013
- April 27, 2017
- June 28, 2018