

## ACCESSIBILITY POLICY

Effective: June 26, 2026

Next Review: June 2030

### PURPOSE

To ensure that the London Public Library (Library) provides accessible Library services, resources, employment and facilities to persons with Disabilities in accordance with the [Accessibility for Ontarians with Disabilities Act, 2005](#) (AODA) and consistent with City of London policies, standards and guidelines.

### SCOPE

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

### DEFINITIONS

**AODA** means the provincial act that's purpose is developing, implementing and enforcing accessibility standards to achieve accessibility for persons with Disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises.

**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](#).

**IASR** means the [Integrated Accessibility Standards Regulation 191/11](#), a section of AODA which addresses standards related to information and communication, employment, transportation, the built environment, and customer service standards.

**Library Facility** means facilities owned and/or operated by the Library.

**Library Services** means services offered to the public by the Library 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 to assist them with communication, mobility, personal care, or medical needs.

## **STATEMENT OF COMMITMENT**

The Library is committed to providing equitable, inclusive, and barrier-free access to Library Services, facilities, and employment. We are committed to identifying, removing, and preventing barriers for persons with Disabilities. We believe persons with Disabilities should be treated in a way that preserves their dignity and independence, and we will meet their needs in a timely manner. As part of this commitment, the Library will meet its obligations under the AODA and Ontario accessibility laws.

## **GENERAL REQUIREMENTS**

The Library will:

- Develop, implement, and maintain policies governing how the Library achieves accessibility and meets the requirements of the IASR.
- Establish, implement, maintain and document a multi-year Accessibility Plan outlining the Library's strategy to prevent and remove barriers for persons with Disabilities.
- Provide policies in accessible formats upon request and in a timely manner.
- Integrate accessibility criteria into procurement practices, where practicable.

- Provide and keep records of ongoing training to all applicable individuals on AODA, the accessibility standards, the Ontario Human Rights Code as it relates to Disability and accessible service delivery practices.
- Ensure compliance with all applicable IASR standards.

## **COMMUNICATIONS AND INFORMATION**

The Library will:

- Establish processes for receiving and responding to accessibility feedback that are accessible to persons with Disabilities.
- Provide information and communications in accessible formats upon request and in a timely manner and at no cost greater than the regular cost charged to others.
- Ensure any emergency procedures, plans and public safety information is provided in an accessible format as soon as practicable, upon request.
- Ensure its website and web content meet applicable accessibility standards under IASR.
- Make information about the availability of accessible materials, formats, and communication supports publicly available and provide this information in an accessible format, upon request and in a timely manner.
- Ensure communication processes are inclusive and responsive to user needs.

## **EMPLOYMENT ACCESSIBILITY**

The Library is committed to accessible and inclusive employment practices in accordance with IASR as follows:

### Recruitment and Hiring

- Notifying applicants that accommodations are available for persons with Disabilities throughout the recruitment process.
- Providing suitable accommodations upon request during recruitment and assessment.
- Informing successful applicants of policies regarding accommodation for persons with Disabilities when making offer of employment.

### Workplace Supports

- Informing employees of policies used to support Library employees with Disabilities as soon as practicable after they begin their employment.
- Providing up-to-date, accessible workplace information and policies to employees.
- Ensuring employee information is provided in accessible formats and with necessary communication supports for employees with Disabilities.

### Workplace Emergency Response

- Providing individualized workplace emergency response information to employees with Disabilities as soon as practicable after the need for accommodation due to Disability is identified.

### Accommodation and Return to Work

- Developing and maintaining individualized accommodation plans for employees with Disabilities.
- Implementing a documented return-to-work process for employees absent due to Disability.

### Performance Management and Career Development

- Considering the accessibility needs of an employee with a Disability in performance management, career development, and advancement.
- Providing accommodations to support employee success.

## **BUILT ENVIRONMENT**

The Library will comply with accessibility requirements related to the design of public spaces as outlined in the IASR and will consider accessibility in facility planning and renovations.

## **CUSTOMER SERVICE**

The Library will provide accessible customer service by:

- Ensuring all Library core services in all service locations are accessible by persons with a Disability.
- Communicating in a manner that considers the individual's disability.
- Providing accessible formats and communication supports upon request and in a timely manner.
- Accepting and responding to feedback in accessible formats.

The Library will ensure services are delivered in a manner that respects dignity, independence, integration, and equal opportunity.

### **Assistive Devices**

A person with a Disability may use their own Assistive Device to access Library Services and Facilities unless otherwise prohibited due to health and safety risk to themselves or others. In these situations, the Library may offer other measures to assist them in obtaining and using Library Services.

### **Temporary Service Disruptions**

The Library will provide notice of scheduled and unplanned disruptions affecting accessibility, including expected duration, reason for the disruption and alternative access options.

### **Service Animals**

Service animals, as defined in the IASR, are permitted in all areas open to the public, unless otherwise excluded by law. Where excluded, alternative arrangements will be provided.

### **Support Persons**

Support persons are welcomed to accompany individuals with Disabilities. Where applicable, support persons may attend fee-based programs or events at no charge.

### **Feedback Related to Services and Facilities**

Feedback 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.

### **INQUIRIES**

CEO & Chief Librarian  
Director, Public Service  
Director, Human Resources

*This document is publicly available. Accessible formats are available upon request.*