

# **5 Year Accessibility Plan: 2021-2026**

## **Belleville Public Library and John M. Parrott Art Gallery**



**Note: In any situation where Belleville Library's plan and policies are not clear, the Accessibility Plan and Policies of the City of Belleville will apply.**

**This document available in other formats upon request.**



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# INTRODUCTION

## ***Purpose***

This Plan is adopted in accordance with legislation set out under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

The purpose of the AODA is to improve opportunities for people with disabilities through their involvement in the identification, removal and prevention of barriers to the services and programs and employment opportunities provided by organizations and businesses across Ontario.

The Belleville Public Library and John M. Parrott Art Gallery Accessibility Plan is designed to address the planning requirements under AODA, and to serve as a resource that will connect all of the areas in which the Library is pursuing improvements to accessibility for people with disabilities.

## ***Background***

This Plan is based on the City of Belleville's Plan, which was developed by an Accessibility Advisory Committee that includes City staff, people with disabilities, and other community stakeholders.

Feedback from persons with disabilities is welcomed and encouraged through a variety of formats and is an important part of the work the Library will be doing to comply with the AODA.

# GUIDING PRINCIPLES

The Belleville Public Library is committed to:

- seeking the participation of people with disabilities in the identification and review of barriers
- considering accessibility in all aspects of the Library's operations, including facilities, services, employment, programs and collections
- regularly reviewing the policies and procedures of the Library with a focus on accessibility and making improvements to accessibility

## ***Strategic Areas, Goal Statements and Actions***

The Accessibility Plan is intended to facilitate the following objectives:

- to identify barriers and make recommendations to improve access to our facilities
- to promote public awareness and understanding of the needs of disabled persons, including safety, mobility, access to facilities and services
- to encourage liaison with other public institutions to share best practices and identify areas for co-operative solutions
- to incorporate accessibility needs into planning and design of facility changes and into the development of new services and programs
- to comply with the AODA and its Standards

## **AODA LEGISLATED ACTIONS**

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) enables the Province to make Regulations that provide accessibility standards.

There are currently five (5) areas being addressed through accessibility standards:

- built environment;
- customer service;
- employment;
- information and communications; and
- *transportation (n/a)*

## **General Requirements**

### ***Accessibility Policies – Integrated Accessibility Standards Regulation***

The Library shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements referred to in the IASR, including a statement of organizational commitment to meeting the accessibility needs of persons with disabilities in a timely manner (part of the Library's Accessibility Policy).

### ***Accessibility Plans***

The Library shall establish, implement, maintain and document this multi-year Accessibility Plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under this Regulation; post the Accessibility Plan on our website, and provide the Plan in an accessible format upon request; and review and update the Accessibility Plan at least every five (5) years.

The Library shall establish, review and update this Accessibility Plan in consultation with persons with disabilities wherever possible.

### ***Procurement or acquiring goods, services or facilities***

The Library shall incorporate accessibility criteria and features when procuring or acquiring goods or services, except where it is not practicable to do so. If the Library determines that it is not practicable to incorporate accessibility criteria and features when procuring or acquiring goods or services, it shall be prepared to provide an explanation to the public upon request.

### ***Kiosks***

If the Library begins providing any public services through one (1) or more interactive electronic self-serve kiosks, it shall consider and incorporate accessibility features when designing, procuring or acquiring such kiosks.

### ***Training***

The Library shall ensure that training is provided on the requirements of the IASR and on the *Human Rights Code* as it pertains to persons with disabilities to all employees and volunteers. The training shall be appropriate to the duties of the employees, and volunteers.

The Library shall keep a record of the training provided, including the dates on which the training is provided and the number of individuals to whom it is provided.

## **Customer Service Standards**

The Library's policies will:

- provide for dignity and independence;
- promote integration, unless alternate measures are necessary;
- provide equal opportunity to obtain, use, or benefit from goods and services; and
- indicate training requirements for new employees

## **Information and Communications Standards**

### ***Public libraries***

The Library shall provide access to or arrange for the provision of access to accessible materials where they exist. It shall make information about the availability of accessible materials publicly available and shall provide the information in accessible format or with appropriate communication supports, upon request.

### ***Accessible feedback process***

The Library shall maintain its accessible feedback process as developed under O. Reg. 429/07 – Accessibility Standards for Customer Service. The Library shall notify the public about the availability of accessible formats and communication supports.

### ***Web content***

The Library shall ensure that all its website and web content conforms to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, Level A.

### ***Accessible formats and communication supports***

The Library shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, in a timely manner that takes into account the person's accessibility needs due to disability; and at a cost that is no more than the regular cost charged to other persons. The Library shall notify the public about the availability of accessible formats and Belleville Library's website [www.bellevillelibrary.ca](http://www.bellevillelibrary.ca).

If the public wishes a copy of this Accessibility Plan they will be available upon request. The Plan is also available in alternate formats upon request. To obtain a copy of the Plan in another format, please contact the Library's Manager of Public Service at 613-968-6731 ext. 2241, or [hdewar@bellevillelibrary.ca](mailto:hdewar@bellevillelibrary.ca)

## **Employment:**

### ***Recruitment***

The Library shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes. During a recruitment process, the Library shall notify job applicants that accommodations are available upon request in relation to the materials or processes to be used, and shall consult with the applicant and provide or arrange for the provision of a suitable accommodation upon request. The Library shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.

### ***Employee accommodation***

The Library shall inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations, as soon as practicable after they begin their employment. Updated information shall be provided to employees whenever there is a change to existing policies.

Where an employee with a disability so requests it, the Library shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for information that is needed in order to perform the employee's job, and information that is generally available to employees in the workplace.

The Library shall consult with the employee in determining the suitability of an accessible format or communication support.

Individual accommodation plans shall, if requested, include any information regarding accessible formats and communications supports provided; if required, include individualized workplace emergency response information; and identify any other accommodation that is to be provided.

## **Ongoing priorities for 2021-2026**

### ***Customer Service***

- provide for dignity and independence
- promote integration, unless alternate measures are necessary
- provide equal opportunity to obtain, use, or benefit from goods and services
- permit the use of assistive devices, service animals, and support persons
- review the state of training on a regular basis to identify any gaps that should be addressed
- promote the customer feedback process to address complaints
- provide documents and information in a format that meets a person's needs while taking into account their ability to access the information, as agreed upon with the person

### ***Safety***

- audible and visual alarms and signals
- consistent, stable surfacing on pathways and sidewalks
- accounting for needs of people with disabilities in emergency plans

### ***Wayfinding***

- consistent directional signage within the building, incorporating raised contrasting letters and Braille for people with limited vision
- signage mounted at an appropriate and consistent height
- raised lettering and Braille fastened alongside elevator buttons

### ***Parking***

- parking meters, sign posts, trees, and other obstacles do not interfere with the use of accessible parking spaces

### ***Entrances to facilities***

- door handles are of a type that may be easily used by people with limited dexterity
- non power-operated doors are adjusted so that the force required to open them is not excessive for people with limited strength or using mobility devices
- door thresholds are low and sloped so as not to present a barrier to people using mobility devices
- accessible entrances to significantly used buildings are fitted with power door openers

### ***Changes in level***

- ramps, lifts, or elevators are installed when changes in level restrict access to otherwise accessible facilities for people who use mobility devices
- ramps are safe for use by people with disabilities, being mindful of such things as stable surface treatment, slope, width, length, railing design, and winter maintenance
- new elevators are equipped with visual and audible floor indicators
- elevator buttons are identified with raised lettering and Braille