



# Accessibility Plan

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## Multi-year Plan

12/21/2023

Brantford Public Library  
173 Colborne Street  
Brantford, Ontario N3T 2G8

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This accessibility plan outlines the policies and actions that The Brantford Public Library has and will put in place to improve opportunities for people with disabilities.

## STATEMENT OF COMMITMENT

The Brantford Public Library is committed to ensuring that all Library services, resources, and facilities are provided in a manner that prioritizes equal access and integration for all individuals, including those living with a disability. We are committed to removing barriers to accessibility and treating people with disabilities in a manner that allows them to maintain their dignity and independence.

Furthermore, the Brantford Public Library remains committed to the following principles:

Continuing to meet its current and ongoing accessibility obligations under all applicable legislation (including but not limited to): The Ontario Human Rights Code (OHRC), the Ontarians with Disability Act (AODA), and the City of Brantford's Facility Accessibility Design Standards (FADS).

Providing excellent service to all customers, including people living with disabilities.

Instituting and following accessible customer service procedures that are consistent with the principles of independence, dignity, integration, and equality of opportunity for people living with disabilities.

The policy applies to all employees, Library board members, volunteers, visitors, and contractors.

## O. REG 191/11: GENERAL REQUIREMENTS

### ESTABLISHMENT OF ACCESSIBILITY POLICIES

Compliance Date: November 2015

Status: Compliant

Completed Action: Brantford Public Library has developed and implemented an Accessibility Policy that addresses how the library achieves or will achieve accessibility through meeting the requirements as outlined in the Accessibility for Ontarians with

Disabilities Act and its Regulations. This policy was approved in 2015 and revised in 2023. It will be re-approved every four (4) years.

Planned Action: Continued regular review and revision of policy and associated procedures as needed, and in line with existing policy review schedule.

#### ACCESSIBILITY PLAN

Compliance Date: November 17, 2015

Status: Compliant

Completed Action: The Brantford Public Library has developed a Multi-year Accessibility Plan that indicates the Library's approach to prevent and remove barriers for visitors and staff with disabilities and to meet AODA requirements and regulations. The current plan is available on the website and is available in alternative formats upon request.

Planned Action: The next Multi-Year Accessibility Plan will be reviewed in 2027 for implementation 2028-2032.

#### PROCUREMENT OF GOODS, SERVICES AND FACILITIES

Compliance Date: January 1, 2014

Status: Compliant

Completed Action: Brantford Public Library continues to incorporate and develop inclusive and accessible procurement requirements when procuring or acquiring goods, services and facilities, except when it is decided that it is not appropriate or practical to do so. Where accessibility is not practical in the procurement of goods, services or facilities, a clear justification is documented. BPL staff are trained on accessible procurement.

In accordance with the Ontario Human Rights Code, Ontarians with Disabilities Act, 2011 (ODA) and Accessibility for Ontarians with Disabilities Act 2005 (AODA), the Library will accommodate for a disability, ensuring full and equitable participation throughout the bid process.

If a Bidder requires bid documents in a different format to accommodate disability, the Bidder must contact the person named below as soon as possible in any event prior to the closing time. The bid documents issued in the different format will be issued only to the requesting Bidder and all addenda will be issued in such a different format only to the requesting Bidder.

Planned Action: Ensure ongoing compliance.

#### ACCESSIBLE SELF-SERVICE KIOSKS

Compliance Date: January 1, 2014

Status: Compliant

Completed Action: BPL continues to incorporate accessibility features in the design, procurement, and acquisition of the library self-service check-out kiosks including considering the City of Brantford Facility Accessibility Design Standards. All kiosks are easily accessible. Accessibility features are included in the evaluation process for self-serve kiosk purchases. Staff are available to assist members to use self-service kiosks if requested.

Planned Action: Ensure ongoing compliance.

#### ACCESSIBILITY (AODA-IASR) AND HUMAN RIGHTS TRAINING

Compliance Date: January 1, 2014

Status: Compliant

Completed Action: All BPL employees, volunteers and persons who deliver services on behalf of BPL, such as partners providing community services at BPL locations, are required to complete AODA training appropriate to their role as part of their orientation. Completion records, including the dates and content covered in training, are maintained by Administration. All staff are expected to repeat this training every three years to remain current.

Planned Action: Ensure ongoing compliance.

### O. REG 191/11: CUSTOMER SERVICE STANDARD

#### ESTABLISHMENT OF POLICIES

Compliance Date: January 1, 2010

Status: Compliant

Completed Action: BPL has created a policy, associated procedures, and practices that were approved in 2014 by the CEO/Chief Librarian and Library Board. This policy and the associated procedures indicate how BPL provides service and goods in an accessible manner to persons with disabilities. The policy is available on the Brantford Public Library

website as well as internal intranet. In addition, this policy is available in alternate formats and/or with communication supports upon request.

Planned Action: Ensure ongoing compliance.

#### USE OF SERVICE ANIMALS AND SUPPORT PERSONS

Compliance Date: January 1, 2010

Status: Compliant

Completed Action: Provisions for Service Animals and Support Persons in the Library are outlined in the Accessibility Policy. The Library welcomes and provides equitable access for persons with disabilities accompanied by a service animal to all facilities. Individuals will be permitted to enter the facility with a service animal and will be permitted to keep the animal with them unless the animal is excluded by law from the premises. It is the responsibility of the person with a disability to ensure that their service animal is appropriately controlled at all times.

A person with a disability may enter the library with a support person and have access to the support person while on the premises. The Library may require a person with a disability to be accompanied by a support person while on library premises 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 at the library. Prior to making a decision, the Brantford Public Library will:

- Consult with the person with a disability to understand their needs.
- Consider health or safety reasons based on available evidence.
- Determine if there is no other reasonable way to protect the health and safety of the person or others on the premises.

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.

Planned Action: Continued monitoring and updating of related policies and procedures.

#### NOTICE OF TEMPORARY SERVICE DISRUPTIONS

Compliance Date: January 1, 2010

Status: Compliant

Completed Action: The Accessibility Policy includes a provision that the Library will make reasonable efforts to provide notice of planned or unplanned disruption of library services to the public, including information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services available. In the case of unplanned temporary disruption, advance notice may not be possible. Notices will be made available in the following ways:

- Brantford Public Library Website ([www.brantfordlibrary.ca](http://www.brantfordlibrary.ca))
- Brantford Public Library Social Media Accounts (Facebook, Twitter)
- Facilities closure notices posted at the applicable location.

Planned Action: Continued monitoring and updating of related policies and procedures.

#### STAFF TRAINING

Compliance Date: January 1, 2010

Status: Compliant

Completed Action: All BPL employees, volunteers and persons who deliver services on behalf of BPL, such as partners providing community services at BPL locations, are required to complete AODA training appropriate to their role as part of their orientation. Completion records, including the dates and content covered in training, are maintained by Administration. All staff are expected to repeat this training every three years to remain current.

Planned Action: Maintain compliance and ensure training content is updated when necessary.

#### ACCESSIBLE SELF-SERVICE KIOSKS

Compliance Date: January 1, 2014

Status: Compliant

Completed Action: BPL continues to incorporate accessibility features in the design, procurement, and acquisition of the library self-service check-out kiosks including considering the City of Brantford Facility Accessibility Design Standards. All kiosks are easily accessible. Accessibility features are included in the evaluation process for self-serve kiosk purchases. Staff are available to assist members to use self-service kiosks if requested.

Planned Action: Ensuring ongoing compliance.



## FEEDBACK PROCESS AND FORMAT OF DOCUMENTS

Compliance Date: January 1, 2010

Status: Compliant

Completed Action: Policies and procedures have been developed and implemented to receive and respond to feedback from BPL customers. This feedback process is accessible in a variety of channels and formats and is advertised on the BPL website and in physical Library locations.

Feedback can also be received in various formats including telephone, email, chat, mail, or in-person meeting. Paper feedback forms can be requested in alternative formats, or with communication supports upon request. All feedback is reviewed and responded to, as required, by Brantford Public Library management.

Planned Action: Ensure ongoing compliance.

## O.REG 191/11: INFORMATION AND COMMUNICATION

### FEEDBACK

Compliance Date: January 1, 2014

Status: Compliant

Completed Action: Brantford Public Library welcomes feedback on its Accessibility Plan as well as all related policies, procedures, and services, from community members. The feedback process is available in a variety of formats on request.

Planned Action: Ensure ongoing compliance.

### ACCESSIBLE FORMATS AND COMMUNICATION SUPPORTS

Compliance Date: Jan 1, 2014

Status: COMPLIANT

Completed Action: Policies and procedures have been developed and implemented to receive and respond to feedback from BPL members. The accessible feedback process is advertised at each Library branch location service desk. In addition, feedback can be received in a variety of formats including telephone, email, mail, or in-person. Paper feedback forms are available and can be requested in an alternate format or with communication supports upon request.

Planned Action: Ensure ongoing compliance.

### EMERGENCY PROCEDURES, PLANS AND PUBLIC SAFETY INFORMATION

Compliance Date: Jan 1, 2012

Status: COMPLIANT

Completed Action: Any emergency procedures, plans or public safety information made available to the public is provided in an accessible format electronically or in print. BPL will provide communication supports upon request, as soon as practicable.

Planned Action: Maintain compliance with the legislation.

### ACCESSIBLE WEBSITES AND WEB CONTENT

Compliance Date: Jan 1, 2021

(Level AA)

Status: COMPLIANT

Completed Action: BPL's website and web content conform with the Level AA, WCAG 2.0 Guidelines. BPL offers the JAWS program at the main Library. JAWS is a computer program that reads aloud the content of documents and web pages and speaks standard computer functions for someone who is visually impaired. In addition, BPL's website includes BrowseAloud which offers speech, reading and translation support for website content.

Planned Action: Maintain compliance with the legislation.

## PUBLIC LIBRARIES

Compliance Date: Jan 1, 2013

Status: COMPLIANT

Completed Action: BPL continues to make information about accessible materials publicly available. Assistive devices and technologies are provided at various branches and information about these services are advertised on the Library website. All branches provide wheelchair accessibility, automatic doors at entrances, accessible checkout stations, computer workstations that are wheelchair accessible, headphone accessibility for all internet workstations.

BPL continues to offer Home Delivery Service (HDS) to homebound individuals, providing access to Library materials that are delivered directly to their homes.

Planned Action: Maintain compliance with legislation.

## O. REG 191/11: EMPLOYMENT REQUIREMENTS

RECRUITMENT: GENERAL

Compliance Date: Jan 1, 2014

Status: COMPLIANT

Completed Action: BPL includes the following in all job postings, internal and external:

*"Brantford Public Library is committed to promoting the independence, dignity, integration, and equality of opportunity of persons with disabilities by ensuring the accessibility of our facilities and services. Accommodations are available for all parts of the recruitment and selection process. Applicants need to make their required accommodations known in advance."*

Planned Action: Maintain compliance with legislation.

RECRUITMENT: ASSESSMENT OR SELECTION PROCESS

Compliance Date: Jan 1, 2014

Status: COMPLIANT

Completed Action: BPL includes the following statement in all job postings, internal and external:

*"Brantford Public Library is committed to promoting the independence, dignity, integration, and equality of opportunity of persons with disabilities by ensuring the accessibility of our facilities and services. Accommodations are available for all parts of the recruitment and selection process. Applicants need to make their required accommodations known in advance."*

BPL has provided accommodation to applicants in the assessment and selection process when requested, such as arranging interpreter services to attend interviews.

Planned Action: Maintain compliance with legislation.

RECRUITMENT: NOTICE TO SUCCESSFUL CANDIDATES

Compliance Date: December 2023

Status: COMPLIANT

Completed Action: BPL ensures the following statement is included in all Offer Letters:

*"The Brantford Public Library is an equal opportunity employer that is committed to inclusive, barrier-free recruitment and selection processes. If contacted for an employment opportunity, please advise Administration if you require accommodation."*

Planned Action: Ensure ongoing compliance.

INFORMING EMPLOYEES OF SUPPORT

Compliance Date: Jan 1, 2014

Status: COMPLIANT

Completed Action: BPL has a Workplace Accommodation procedure in place which is reviewed every four years by management. The procedure is described for all employees on our intranet.

Planned Action: Finalize the formal procedures in 2024 and post on intranet. Include Workplace Accommodation procedures as part of onboarding process for new hires. Maintain compliance with the legislation.

#### ACCESSIBLE FORMATS AND COMMUNICATION SUPPORTS FOR EMPLOYEES

Compliance Date: Jan 1, 2014

Status: COMPLIANT

Completed Action: Upon request, BPL consults with employees with a disability to provide or arrange for the provision of accessible formats and communication supports for information that is needed to perform the employee's job and information that is generally available to employees in the workplace. The requesting employee is consulted in determining the suitability of an accessible format or communication support.

Planned Action: Ensure ongoing compliance.

#### WORKPLACE EMERGENCY RESPONSE INFORMATION

Compliance Date: Jan 1, 2014

Status: COMPLIANT

Completed Action: Employees who have a disability that requires an individualized emergency response plans are provided with an individualized emergency response plan as soon as practicable after BPL becomes aware of the need for accommodation. In the event of an emergency evacuation if assistance is required, with the employee's consent, BPL will provide the emergency response plan to the person(s) designated to provide assistance to the employee. The emergency response plan is reviewed should the employee be relocated to a different location, when their overall accommodation needs or plans are reviewed, and when BPL reviews its general emergency response policies.

Planned Action: Maintain compliance with the legislation.

#### DOCUMENTED INDIVIDUAL ACCOMMODATION PLANS

Compliance Date: Jan 1, 2014

Status: COMPLIANT

Completed Action: BPL has a process for the development of documented individual accommodation plans for employees with disabilities. The process for the development of documented individual accommodation plans includes:

- How an employee requesting accommodation can participate in the development of the individual accommodation plan.
- The means by which the employee is assessed on an individual basis.
- The manner in which BPL can request an evaluation by an outside medical or other expert, at the employer's expense, to assist in determining if accommodation can be achieved and, if so, how accommodation can be achieved.
- The manner in which the employee can request the participation of a Union representative, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan.
- The steps taken to protect the privacy of the employee's personal information.
- The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.
- If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.
- The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.
- Individual accommodation plans will,
  - a) if requested, include any information regarding accessible formats and communications supports provided.
  - b) if required, include individualized workplace emergency response information; and
  - c) identify any other accommodation that is to be provided.

Planned Action: Finalize the formal procedures in 2024 and post on intranet. Include as part of onboarding process for new hires. Maintain compliance with the legislation.

#### RETURN TO WORK PROCESS

Compliance Date: Jan 1, 2014

Status: COMPLIANT

Completed Action: BPL is committed to facilitating the early and safe return to work for employees. Plans are developed for employees that have been absent from work due to a disability and require disability-related accommodation to return to work. The return-to-work process includes the steps necessary to facilitate the employee's safe return to work, including but not limited to, obtaining required medical documentation, and documented individualized accommodation plans.

Planned Action: Finalize the formal procedures in 2024 and post on intranet. Include as part of onboarding process for new hires. Maintain compliance with the legislation.

#### PERFORMANCE MANAGEMENT

Compliance Date: Jan 1, 2014

Status: COMPLIANT

Completed Action: The Library's Performance Management process takes into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.

Planned Action: Ensure ongoing compliance.

#### CAREER DEVELOPMENT AND ADVANCEMENT:

Compliance Date: Jan 1, 2014

Status: COMPLIANT

Completed Action: BPL takes accessibility and individual accommodations into consideration when offering and providing career development opportunities. Alternative forms of training will be provided where possible in response to requests for accommodation. Accessibility standards are considered when new training is developed, such as text styles, sizes and colour contrasts and the inclusion of closed captions with audio or video media.

Planned Action: Ensure updates to older training programs incorporate accessibility standards where they weren't included in the past and ensure ongoing compliance.

#### STAFF REDEPLOYMENT

Compliance Date: Jan 1, 2014

Status: COMPLIANT

Completed Action: BPL will continue to take into account the accessibility needs of its employees with disabilities and individual accommodation plans when re-deploying union and non-union employees with disabilities.

Planned Action: Ensure ongoing compliance.

## O.REG 191/11: DESIGN OF PUBLIC SPACE REQUIREMENTS

### EXTERIOR PATHS OF TRAVEL

Compliance Date: Jan 1, 2017

Status: COMPLIANT

Completed Action: BPL's library facilities are designed and built to comply with the Brantford's Facility Design Standards and the Ontario Building Code and will follow any regulations and authorities that have jurisdiction in our service area.

When a major renovation occurs, the construction will incorporate all accessibility features as required as per the Brantford Facility Design Standards and the Ontario Building Code where feasible.

Planned Action: Ensure ongoing compliance.

### ACCESSIBLE PARKING

Compliance Date: Jan 1, 2017

Status: COMPLIANT

Completed Action: Our facilities incorporate accessible parking spaces as per the municipal site plan approval process as required. Design will comply with all authorities that have jurisdiction.

Planned Action: Continue to plan for and incorporate accessible parking spaces and ensure ongoing compliance.

### OBTAINING SERVICES

Compliance Date: Jan 1, 2017

Status: COMPLIANT

Completed Action: BPL library branches have at least one or more service counters that are accessible to Members with mobility aids. This includes a clear space to approach the service desk which is usable by an individual sitting in a mobility aid.

Most Library branches have a waiting area where individuals using a mobility aid can wait to receive service.



Planned Action: Ensure ongoing compliance.

#### MAINTENANCE

Compliance Date: Jan 1, 2017

Status: COMPLIANT

#### Completed Action:

BPL continues to regularly inspect, monitor and restore spaces and areas of all Library branches. BPL has in place procedures for preventative and emergency maintenance of the accessible elements in public spaces. In the event of a planned service disruption to facilities, notices of the disruption are provided in advance (i.e. elevators, accessible washrooms). The notice includes information about the reason for disruption and the anticipated duration as well as a description of alternative facilities or services. In the event of an unexpected disruption, notice is provided as soon as possible.

BPL relies on contract services for specific maintenance including snow clearing, salting, ramps, and unloading. BPL Library has ongoing contracts to look after weather-related accessible services.

Planned Action: Ensure ongoing compliance.

#### **For More Information**

For more information on this accessibility plan, or to request accessible formats of this document,

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