

## Innisfil Public Library Board

### Multi-year Accessibility Plan 2013-2016 (3 Year Plan)

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The Innisfil Public Library Board is committed to equity, inclusion and accessibility and in fulfilling all obligations under the Accessibility for Ontarians with Disabilities Act, 2005.

In the development of this Multi-year Plan, the Board commits to the following:

- To post the Multi-year Accessibility Plan on the Library's website and provide the plan in an accessible format upon request
- To review and update the Accessibility Plan at least once every five (5) years
- To review the Multi-year Plan with persons with disabilities and with the established Innisfil Accessibility Advisory Committee (IAAC)
- To prepare an annual status report on the progress measures taken to implement the strategies referenced
- To post the annual status report on the Library's website and provide the report in an accessible format upon request

The Library has successfully met the requirements under the Accessible Customer Service Standard and continues to provide Accessible Customer Service Training to applicable individuals as required under the standard.

The following chart provides a high level overview of the Library's compliance with the Accessibility for Ontarians with Disabilities Act to date:

#### A. Accessible Customer Service Standard

Requirement	Compliance Date	Status
Develop and implement Accessible Customer Service Policies, Procedures & Practices	January 1, 2010	Completed. <i>Accessible Customer Service Policy 2009-12</i>
Provide Accessible Customer Service Training to applicable individuals per the legislation	January 1, 2010	Completed for current personnel. Library continues to provide training to new hires, volunteers etc.

Ensure third parties providing services on behalf of the Library are involved in the development of policies or procedures receive Accessible Customer Service training	January 1, 2010	Completed. Library continues to provide training as required. (Board, Friends of the Library)
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## B. Integrated Accessibility Standard

Requirement	Compliance Date	Status
Emergency Procedures, Plans or Public Safety Information	January 1, 2012	N/A
Workplace Emergency Response Information	January 1, 2012	December 2012
Accessible Taxi Cabs	July 1, 2012	N/A

### New Accessibility Initiatives and Accessibility for Ontarians with Disabilities Compliance Strategies

The Innisfil Public Library Board is committed to removing and preventing barriers as well as improving the ability of persons with disabilities to access our services.

The Board has developed a high level work plan for ongoing compliance with the Accessibility for Ontarians with Disabilities Act, Integrated Accessibility Standard.

### Integrated Accessibility Standard (IAS) High Level Work Plan

#### Integrated Accessibility Standard – General Requirement

Requirement	Requirement Detail	Action	Compliance Date
Policy Development	Development of Integrated Accessibility Standard Policies	Town Developed Integrated Accessibility Policy, Incorporate accessible mission statement, make publically available on Library website	January 1, 2013

Multi-year Accessibility Plan	Outline strategies to address barriers and meet requirements of the Accessibility for Ontarians with Disabilities Act. Post the multi-year plan on the Library's website. Review every five years	Developed Library Multi-year Accessibility Plan, ensure posted on Library website, consult with Innisfil Accessibility Advisory Committee (IAAC)	January 1, 2013
Provide Annual Status Report	Prepare annual status report on progress of Multi-year Accessibility Plan. Post the status update on the Library's website	Incorporate in annual business reporting processes.  Prepare an annual status update for members of the public and post on Library's website	Annually in January
Purchasing or Acquiring Goods, Services or Facilities	Incorporate accessibility criteria and features in goods, services and facilities where practicable.	Include as one of the purposes, goals and objectives of the policy, having <i>"regard to the accessibility for persons with disabilities to the Goods, Services and Construction purchased by the Town of Innisfil"</i> . The policy should specifically reference ODA and AODA	January 1, 2013

<p>Training to employees, volunteer and other third parties if they provide goods, services or facilities on behalf of the Library or are involved in the development of corporate policies</p>	<p>Training to be provided to staff on the requirements of the Integrated Accessibility Standard and the Ontario Human Rights Code</p>	<p>Communications will be sent out to all current employees using Library traditional communications channels.</p> <p>Additional training on the specific elements of the Integrated Standard that are applicable to specific employees groups will be provided to those employees, as for example all Branch Manager will receive training on the Employment Standards</p> <p>Library has a procedure in place for managing employee training records – will continue this process</p>	<p>January 1, 2014</p>
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**Integrated Accessibility Standard – Information & Communication Standard**

Requirement	Requirement Detail	Action	Compliance Date
<p>New Internet sites and content</p>	<p>WCAG 2.0 Level A</p>	<p>Web site Committee has been established to review and implement required changes.</p>	<p>January 1, 2014</p>
<p>All Internet sites and content</p>	<p>WCAG 2.0 Level AA</p>	<p>Not applicable during this multi-year plan</p>	<p>January 1, 2021</p>

Public Libraries	<p>Provide access to or arrange for the provision of access to accessible materials where they exist.</p> <p>Make information about the availability of accessible materials publicly available, in an accessible format or with appropriate communication supports, upon request.</p>	<p>Advise of access to accessible materials that exist on the library web site and brochures.</p> <p>Upon request, provide information on access to accessible materials that exist in an accessible format or with appropriate communication supports.</p> <p>Review and amend policies as required.</p>	January 1, 2013
Accessible feedback process	Develop and implementation an accessible feedback process. Ensure that this process is made public	Review existing Accessible Customer Service Policy and if required develop new processes or policies to meet the new standard	January 1, 2014
Accessible Formats & Communication Supports	<p>Provide upon request, in a timely manner and at no additional cost above the regular fee charged.</p> <p>Required to consult with the person with a disability to determine the most appropriate format.</p> <p>Public must be notified of the availability of accessible formats and communication supports.</p>	Review existing policies and procedures to ensure that this requirement is met.	January 1, 2015

### Integrated Accessibility Standard – Employment Standard

Requirement	Requirement Detail	Action	Compliance Date
Recruitment General - Notify public and employees of accommodations available for applicants with disabilities	Notify employees and the public that accessible accommodations are available during the recruitment process upon request	An accessibility tagline will be added to all job advertisements effective 2013, advising applicants of the availability of accommodations during the recruitment process.	January 1, 2014
Accessible Recruitment, Assessment or Selection Processes.	Notify applicants selected to participate in assessment/selection processes that accommodations related to materials or processes are available upon request. Consult with the applicant to determine the most appropriate accommodation.	Update Library Recruitment/Assessment/Selection policies and processes to ensure compliance with all applicable legislation. Applicants who are selected to proceed to the interview stage will be advised of the availability of accommodations during the recruitment process. Applicants must meet the bona fide occupational requirement.	January 1, 2014
Notice to Successful Applicants	When making offers of employment, the Library must notify the successful applicant of its policies for accommodating employees with disabilities	Amend current offer letters to notify the successful applicant of the Library's policies for accommodating employees with disabilities.  Inform successful applicant during the verbal job offer of the Library's policies for accommodating employees with disabilities	January 1, 2014

<p>Informing Employees of Supports</p>	<p>Employers are required to inform all employees of their policies for supporting employees with disabilities. This includes their policies on providing employment-related accommodations that take into account the accessibility needs of employees with disabilities.</p>	<p>The Library through the Town of Innisfil has a Modified Work Program in place and a well established practice for the application of that program. An update on the AODA Integrated Standard will be provided to all current employees using our traditional communications channels. All new employees will receive the information as part of their offer and enrolment process. Ensure Branch Managers are aware of program and AODA components through training.</p>	<p>January 1, 2014</p>
<p>Accessible Formats and Communication Supports</p>	<p>On request, employers are required to consult with employees with disabilities to determine which accessible formats or communications supports they require. This requirement applies to information that employees with disabilities need to perform their jobs effectively.</p>	<p>Current practice is to respond to the unique requests for information from individual employees in a way that meets all of their needs, including those for accessible formats. To date all Modified Work Plans and their implementation have been individualized and customized to suit each employee's particular circumstances</p>	<p>January 1, 2014</p>

<p>Workplace Emergency Response Information</p>	<p>Employers are required to prepare for emergency situations by providing employees with disabilities with individualized workplace emergency response information if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability.</p>	<p>Communication to be sent out to all current employees using the Library's traditional communications channels advising of this component.</p> <p>Employees who have self-identified as requiring emergency response assistance or information are asked to meet with Library Administration to develop an appropriate individualized evacuation and emergency response plan.</p>	<p>January 1, 2012</p>
<p>Documented Individual Accommodation Plans</p>	<p>Employers shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.</p>	<p>Establish in conjunction with the Town a Library Modified Work Plan and establish processes including detailed documentation for all individual accommodation plans and a Library "Early Safe Return to Work" program which includes written details and descriptions of the individual accommodation. All information gathered and used in this process is protected in accordance with MFIPPA and other applicable legislation.</p>	<p>January 1, 2014</p>



Return to Work Process	Employers are required to develop return to work processes that document the steps they will take to help employees to return to work when they have been absent because of their disability and need some form of disability-related accommodation to return to work.	In conjunction with the Town, establish a Library Modified Work Plan and processes including detailed documentation for all individual accommodation plans. The Early Safe Return to Work program should include written details and descriptions of the individual accommodation.  All information gathered and used in this process is protected in accordance with MFIPPA and other applicable legislation.	January 1, 2014
Performance Management	Employers that have performance management processes in place are required to consider the accessibility needs of employees with disabilities in these processes.	Employees whose performance may be impacted by a possible disability should be referred to Library Administration who can assist in arranging an assessment and the development of an action plan if appropriate to do so  -Information will be included in Branch Manager Training	January 1, 2014
Career Development and Advancement	When employers provide career development and advancement opportunities to their employees, they must take into account the individual accommodation plans that are in place for their employees with disabilities.	Ensure through policy and procedure that individual accommodation plans are taken into account when career development and advancement opportunities are provided to employees.	January 1, 2014

Redeployment	Employers that use redeployment are required to take into account the accessibility needs of employees with disabilities. This includes reviewing individual accommodation plans when moving employees with disabilities to other jobs within their organizations.	Ensure the Modified Work Plan and Early Safe Return to Work Program meet this requirement	January 1, 2014
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