WBPL

wasaga beach public library

Policy Name	Accessibility in the Library		
Section	Financial	Effective Date	October 20, 2026
Policy Number	OP-04	Reviewed Date	October 19, 2026
Motion Number	WBPL-2026-75	Next Review Date	2029

Purpose

The purpose of this policy is to ensure that the Library meets the standards set out by the *Accessibility for Ontarians with Disabilities Act, 2005 (*AODA) and its related regulations, and provides equitable access to library facilities, materials, and services.

Scope

The Wasaga Beach Public Library is committed to providing accessible, equitable, and inclusive access to library services and facilities. The library will ensure that each employee, volunteer and patron receives equitable treatment without discrimination, and receives accommodation where required in a timely manner, and in accordance with the *Ontario Human Rights Code* and the *AODA* and its regulations.

WBPL will develop and support a service environment where the needs of persons with disabilities are addressed in accordance with the principles of dignity, respect, equity, and inclusion.

This policy applies to all employees, volunteers, board members or any other persons who engage with patrons, and to third parties who engage with patrons on the Library's behalf, such as community partners.

Definitions

Accessible formats may include, but are not limited to large print, recorded audio and electronic formats, braille and other formats used by persons with disabilities.

Assistive devices are any products, equipment or technological aids used by persons with disabilities that enable them to carry out daily tasks. Assistive devices may include, but are not limited to mobility aids, braille recorders, magnifiers.

Disability refers to a person with a physical, mental, developmental or learning condition, visible or invisible, temporary or permanent, that limits a person's movements, senses, or activities or could hinder their full participation in society.

A **service animal** refers to an animal used by a person for reasons relating to their disability. An animal is a service animal for a person with a disability if:

- It is readily apparent that the animal is used by a person for the reasons relating to their disability, as a result of visual indicators such as a vest or harness worn by the animal; or
- The person provides documentation from a designated, regulated health professional confirming that the person requires the animal for reasons relating to the disability.

A **support person** is a person who accompanies a person with a disability to assist them with communication, mobility, personal care, medical, or other needs.

Policy

This policy applies to the delivery of operations, services and programs provided by the Library.

- Library policies will be applied in a way that considers the needs of persons with disabilities and respects the principles of dignity, independence, and inclusion.
- Library staff members and volunteers will communicate with people with disabilities in a way that takes their needs into consideration.
- The Library will endeavor to make its website and web content accessible to the level prescribed in the *Integrated Accessibility Standards Regulations* (IASR).
- Working with the Town's Human Resources Department, the Library will provide training on the AODA and requirements for employees and volunteers. Training will be compliant with the requirements of the *Accessibility Standards for Customer Service.*

Accessibility Plan

The Library will work with the Town to establish, implement, maintain and document a multi-year accessibility plan that outlines the Library's strategy to identify, prevent, and remove systemic accessibility barriers and meet its legislated compliance under the *Integrated Accessibility Standards Regulations* (IASR).

The library supports the Town in:

- Reviewing and maintaining the accessibility plan will be done in consultation with persons with disabilities.
- The plan will be reviewed and updated at least once every five years.
- The plan will be posted on the Town's website in an accessible format and be provided in accessible formats upon request.

Policies and Procedures

In accordance with the *O. Reg 165/16*, relating to the *Accessibility for Ontarians with Disabilities Act* 2005, the Town has developed policies to include the required Customer Service elements. This library has adopted several of these including the Procurement Policy and Human Resources Policies. The library's own policies will support accessibility, in these specific areas:

a) the internet service policy will include accessibility provisions with respect to the library's website as outlined under the *Web Content Accessibility Guidelines (WCAG)*;
b) the collection policy will address the availability of materials in a variety of accessible formats (e.g. print, audio, visual, digital, etc.);
c) the programming policy will address the development and delivery of library programs to provide reasonable accommodations for accessibility needs.

Customer Service

WBPL is committed to the independence and inclusion of persons with disabilities in our community, and in the context of customer service will commit to the following:

1. The library will make every reasonable effort to ensure that services and programs are accessible by:
    a. encouraging the use of personal assistive devices to access library services and programs;
    b. providing at least one computer workstation at each location which is equipped with assistive technology and a range of accessibility features;
    c. arranging for the provision of accessible materials where they exist;
    d. providing a library website with content that will meet or exceed World Wide Web Consortium Web Content Accessibility Guidelines (WCAG);
    e. supporting the inclusion of support persons or service animals accompanying people with disabilities, such as by:
        i. waiving fees for support persons assisting users and when fees are required providing advance notification;
        ii. permitting service animals to assist users and providing alternative accommodation in situations where a service animal is excluded from the premises by law.

While accessing the library's premises, the person with a disability is responsible for ensuring their service animal is clearly identified by a vest, harness, or documentation provided by the individual, and that the service animal is well behaved and appropriately controlled at all times.

2. The library will make every reasonable effort to communicate with users in a manner that enables the use of services and programs by providing:

a. this “Accessibility in the Library” policy in alternative formats upon request;
b. information on the provision of customer service for people with disabilities and accessible services and programs;
c. reasonable notification of all interruptions that especially relate to the provision of services and program for people with disabilities;
d. a process for receiving feedback about the manner in which the library provides services to persons with disabilities.

3. The library will provide training to its board members, staff and volunteers on how to provide customer service to people with disabilities and will keep a record of when the training was provided and the individuals who received the training.

Communication

The library shall make its communications available, upon request, in accessible formats for persons with disabilities and make the public aware of the availability of accessible formats. This applies to communications such as:

- policies,
- emergency procedures, plan and public safety information prepared for the public,
- forms, surveys and other tools used to gather feedback,
- information on collections/materials in accessible format, and
- employment standards.

Accessible formats of the library’s communications shall be made available:

- in a timely manner,
- at no additional cost to the individual, and
- in consultation with the person making the request.

In the event of a scheduled service disruption that will impact persons with disabilities in accessing the library, notice of the planned disruption will be provided at least 48 hours in advance. The notice will include the reason for the disruption, anticipated length of the disruption, and a description of alternate accommodations (if any). In the event of an unplanned service disruption, notice will be provided as quickly as possible.

The library welcomes feedback from persons with disabilities on the accessibility of its collections, services, programs, and facilities. The library will strive to communicate

with persons with disabilities in a manner that meets their individual accessibility needs.

Responsibility

For the purposes of *AODA*, the library provides services on behalf of the municipality, and therefore is considered, along with the municipality, to be a designated public sector organization that is a "large organization' […] with 50 or more employees in Ontario, other than the Government of Ontario, the Legislative Assembly or a designated public sector organization" as defined within the *O.Reg. 191/11.* The library complies with the obligations for this sector as set out in the *AODA* regulations.

The Library Board ensures that the Library complies with the spirit, principles, and intent of the *AODA* and designates the CEO as the individual accountable for the organization's compliance with legislation.

The CEO will ensure that policies, procedures, and training comply with the *AODA*, and any regulations made under the *AODA*.

Appendix
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Related materials/policies
Accessibility for Ontarians with Disabilities Act, 2005
Integrated Accessibility Standards Ontario Regulation 191/11
Town of Wasaga Beach Multi-year Accessibility Plan