

Accessibility Policy

Date Approved: October 21, 2009

Motion Number: 09-53

Date Amended: May 20, 2015

PURPOSE

In compliance with the Accessibility for Ontarians with Disabilities Act, 2005, Accessibility Standards for Customer Service, Ontario Regulation 429/07 and Integrated Accessibility Standards, Ontario Regulation 191-11, to identify the way services will be provided in an accessible manner for people with disabilities.

POLICY

Kitchener Public Library is committed to providing all members of the community including people with disabilities equitable access to Library services, information and facilities.

Kitchener Public Library will strive to provide access to Library services in a manner that respects the dignity and independence of persons with disabilities.

Accessibility Plans

Kitchener Public Library will establish, implement, maintain and document a multi-year accessibility plan, which will outline the ways the library will identify, prevent and remove barriers.

Communication

We will communicate with people with disabilities in a manner that takes into account the person's disability.

Policy documents will be available on the Library's website. Policy documents will be provided, consistent with the requirements of the Accessibility for Ontarians with Disabilities Act, 2005, the Ontario Regulation 429/07 and Ontario Regulation 191-11.



| kpl.org

Assistive Devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from Library services.

Use of Service Animals and Support Persons

We are committed to welcoming people with disabilities who are accompanied by a service animal or support person.

Self-Service Kiosks

Kitchener Public Library will incorporate accessibility features when designing, procuring, or acquiring self-service kiosks.

Notice of Temporary Service Disruption

Kitchener Public Library will make reasonable effort to provide customers with notice in the event of planned or unplanned disruption of services used by people with disabilities.

Emergency Information

Kitchener Public Library will provide publicly available emergency information in an accessible format or with appropriate communication supports, upon request, as soon as practicable.

Employment

Kitchener Public Library will establish policies, procedures and practices which support accessibility in the area of employment that includes recruitment and hiring, support for employees, individualized accommodation and return to work plans, performance management, redeployment, and career development and advancement.

Workplace Emergency Response Information:

Kitchener Public Library will provide individualized workplace emergency response information to employees who have a disability.

All staff will be notified that they have the right to customized emergency response plans for those staff who need assistance during an emergency.

Kitchener Public Library will work with the employee to develop an emergency response plan to respond to the employee's individualized needs.

Training

Kitchener Public Library will provide training as required by the Accessibility Standards for Customer Service to employees, volunteers and others who provide library service or are involved in the development and approval of customer service policies, practices, and procedures. Training content and format will be designed according to the level of interaction with customers. Training will be provided as part of orientation training for new employees and on a continuing basis as required.

Feedback Process

Comments on the provision of Library services are welcome and appreciated. Feedback about the delivery of services to persons with disabilities may be given by telephone, in person, in writing, in electronic format or through other methods.