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Accessibility Plan 2021-2025

Rideau Lakes Public Library



Reviewed and Approved by Board:
April 22, 2021

Rideau Lakes Public Library Accessibility Plan 2021-2025

VISION

Enrich. Support. Empower.

MISSION

Rideau Lakes Public Library builds welcoming spaces connecting and inspiring our community.

OBJECTIVES

- To understand the diversity of the communities we serve and provide responsive library services that meet unique community needs.
- To make our services accessible by recognizing and removing barriers for individuals with disabilities.
- To meet or exceed the requirements of the Accessibility Standards for Customer Service and the Integrated Accessibility Standards that are part of the Accessibility for Ontarians with Disabilities Act (AODA).

DEFINITION OF DISABILITY

Disability, in relation to a person, means:

- any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness, and without limiting the generality of the foregoing, including diabetes mellitus, epilepsy, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide or service dog or on a wheelchair or other remedial appliance or device;
- a condition of mental impairment or a development disability;
- a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- a mental disorder, or
- an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Further, the Ontario Human Rights Code notes that:

“A disability may be the result of combinations of impairments and environmental barriers, such as attitudinal barriers, inaccessible information, an inaccessible built environment or other barriers that affect people’s full participation in society.”

Thus our efforts to provide inclusive service need to take into account the social aspects of disability and actively work to counter “abelist”, stereotypical, or negative attitudes around disability.

GUIDING PRINCIPLES

A person with a disability has the right to receive all services the Library offers: information, reading selection, accessible formats, lending, technology, and programs.

We work to ensure that:

- service is relevant, inclusive, and responsive for all. Each member of the community has an equal right to public library and information services;
- service is accessible to all people regardless of age, race, gender identity or expression, religion, nationality, language, ability, social status, economic status and educational attainment;
- specific services and materials are provided for those users who cannot use regular services and materials;
- a person with a disability has the right to be treated with the same respect, consideration, and consistency as any other member of the community.

Staff will be trained to:

- provide library services in a manner that respects the dignity and independence of persons with disabilities;
- communicate with persons with disabilities in a manner that takes into account, and is sensitive to, the person’s disability;
- provide persons with disabilities an opportunity equal to that given to others to obtain, use, and benefit from library services;
- provide library services to persons with disabilities and others in a manner that is integrated into our overall service model.

GOALS FOR 2021-2025

- The Library’s website will meet Web Content Accessibility Guidelines (WCAG) 2.0 AAA as of January 1, 2021.

- Ensure staff are trained to provide effective customer service response to all.
- Secure money to expand our pool of assistive technologies including tablets and magnifying devices including lenses and screen readers.
- Develop a facilities plan for branches (potentially only Newboro) that do not currently meet AODA standards to be ready for 2025.
- Coordinate with the Township of Rideau Lakes on their efforts to be AODA compliant and work with the Accessibility Committee to improve library services.

Accessibility for Ontarians with Disabilities Act (AODA) Compliance

1. Ensure the Library is compliant with AODA Regulations and ensure structures are in place to support AODA.

- Library Accessibility Policy is updated to reflect Integrated Accessibility Standards Regulations (IASR).
- Provide training and resources to familiarize staff with the IASR and Human Rights Code.

2. Ensure resources are available to meet the Library’s obligations under the Act.

- The updated website will be accessible and information will be available in accessible formats whenever requested.

3. Ensure patrons have access to alternative collections and assistive technologies.

- Seek out new accessible alternatives and delivery systems (i.e. Centre for Equitable Library Access (CELA) collection, Large Print, audiobooks, eBooks and eAudiobooks)
- Purchase technology and equipment that removes barriers to service and collections.

Costs for Implementation	Source of Funding	Amount
Facilities accessibility plan	Operating Budget and in consultation with Township	Within CEO salary
Upgrade website	Operating Budget	\$1,000
Staff time for training http://www.accessforward.ca	Operating Budget	\$500
Alternative collection	Operating Budget	\$3,000 (CELA and our present budget includes audio material, Large Print and eCollections)

Assistive technologies: tablets for talk to text, eBook and eAudiobook lending, magnifiers, and Daisy Readers.	New Horizons Seniors "In touch with technology" Grant 2021	\$5000
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