

1. Objective

We commit to providing equal access to everyone who uses our facilities in compliance with the *Accessibility for Ontarians with Disabilities Act (AODA)*. We ensure that, if you have a disability, you will receive service that is accessible, equitable, and delivered in a way that respects your dignity and independence.

2. Governance

We ensure our Library's compliance with *AODA* through our planning and budgeting process. In partnership with the municipality, we establish an accessibility plan that outlines our strategy to prevent and remove barriers. We develop this plan in consultation with persons with disabilities, and review and update it every five years. We post the plan on our website and provide it in accessible format upon request.

3. Services

- a) We provide information services by telephone, fax, and email. We also provide remote access to our library catalogue, electronic databases, eCollections, and other resources.
- b) We provide Home Outreach Library Service to you, if you are house-bound and have no other way to obtain library materials. We offer this service to residents of Rideau Lakes Township, in partnership with community organizations and subject to the availability of staff and/or volunteers.

4. Facilities

We maintain clear pathways of travel to and throughout each branch. We are upgrading branches which are not currently wheelchair accessible according to our Accessibility Plan and in consultation with the Township. We are also continually improving shelving, signs and furnishings, as our budget permits.

5. Collections

We are developing and maintaining our collection of large-print books, audiobooks, DVDs, eBooks, eAudiobooks, and literacy materials. If the material you need isn't available in your local branch, we may be able to get it for you through other sources, such as our interlibrary

loan service and the Canadian National Institute for the Blind (CNIB).

6. Adaptive Technologies

We are adding adaptive technologies as they become available and as our budget permits. Our staff will assist you in using these technologies. You may also book in-depth instruction, if staff are available.

7. Customer Service Training

We train all our staff, Board members, and volunteers on *AODA's* Accessibility Standards for Customer Service and keep records of this training.

8. Programs and Meetings

When planning and delivering our activities, we consider the needs of all persons with disabilities to ensure that all programs and meetings are accessible and comply with *AODA*.

9. Service Animals

You are welcome to bring your service animal, or one you are training, when you visit the Library. Our staff may ask you to confirm the animal's status with documentation from one of designated, regulated health professionals: (O. Reg. 165/16, s. 16). You are responsible for keeping your animal under control and if possible the animal wears a harness or vest to allow other library patrons to recognize it as a service animal.

10. Assistive Devices

You are welcome to use personal assistive devices at the Library. You are responsible for operating them safely.

11. Support Persons

We will waive our fees for your accompanying support person.

12. Information and Communication



Accessibility

We comply with *AODA's Accessibility Standards for Information and Communication*. Feel free to ask for our public documents, such as plans and policies, in alternative formats.

Our website also complies with *AODA* requirements, meeting WCAG 2.0 AAA as of January 1, 2021.