



# Accessibility Plan

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## Multi-year Plan

6/24/2021

Brantford Public Library  
173 Colborne Street  
Brantford, Ontario N3T 2G8

# Accessibility Plan and Policies for the Brantford Public Library

This accessibility plan outlines the policies and actions that The Brantford Public Library will put in place to improve opportunities for people with disabilities.

## Statement of Commitment

The Brantford Public Library is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

## Accessible Emergency Information

The Brantford Public Library is committed to providing the customers with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

## Service Disruptions

The Brantford Public Library will provide customers with notice in the event of a planned or unexpected disruption in our facilities or services used by persons with disabilities. This notice will include information about the reason for the disruption, how long the disruption is expected to last, and a description of any alternative facilities or services available (if any).

The notice will be placed at all public entrances and service counters in the Library. Depending on the nature of the disruption, notice will also be provided on the website and social media.

## Training

The Brantford Public Library will provide training to employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

Library Management will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws by **January 1, 2014**.

- Incorporate training requirements into an Accessible Customer Service Standard Policy
- Provide training to all Library employees, volunteers and third parties relevant to this plan and associated policies, procedures and standards.
- Maintain a record of training

## **Kiosks**

We will take the following steps to ensure employees consider the needs of people with disabilities when designing, procuring or acquiring self-service kiosks by **January 1, 2014**.

- Incorporate accessibility features when designing, purchasing, or acquiring self-service kiosks.
- Consider the City of Brantford Facility Accessibility Design Standards when designing, procuring or acquiring self-service kiosks
- Include accessibility features in the evaluation process for self-serve kiosk purchases.
- Seek input on design specifications from the City of Brantford Accessibility Advisory Committee when appropriate

## **Accessible Library Materials**

The Brantford Public Library is committed to providing accessible formats of existing library materials such as large print, audio or electronic versions, upon request. When buying new library materials, we consider the accessibility needs of customers and build collections that are accessible to the widest range of people. Notice of the availability of accessible formats is communicated on the Library's website.

## **Information and communications**

The Brantford Public Library is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

We will take the following steps to make all new websites and content on those sites conform with WCAG 2.0, Level A by **January 1, 2014**.

- Develop and implement practices that ensure full compliance with WCAG Level A
- Implementation of training for staff who have a role in updating or changing information provided on the Library website
- Perform monitoring of the website to ensure all content meets accessibility standards

We will take the following steps to make ensure existing feedback processes are accessible to people with disabilities upon request by **January 1, 2014**.

- Develop a process to ensure that all feedback processes (both internal and external) are made accessible to customers or employees, upon request
- In accordance with the Accessibility Standards for Customer Service, Ontario Regulation 429/07, will make the availability of accessible feedback formats publicly known.

We will take the following steps to make sure all publicly available information is made accessible upon request by **January 1, 2015**.

- Develop a procedure in relation to information and communication being available (upon request) in accessible formats
- Unless deemed unconvertible, will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, upon request
- Accessible formats and communication supports will be provided in a timely manner and at no additional cost to the individual.

We will take the following steps to make all websites and content conform with WCAG 2.0, Level AA by **January 1, 2021**.

- Achieve WCAG (Level AA) timeline requirements on or ahead of schedule through proactive planning

## **Employment**

The Brantford Public Library is committed to fair and accessible employment practices.

We will take the following steps to notify the public and staff that, when requested, Library Management will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

- Include accessibility accommodation notice on all internal and external job postings
- Develop and implement practices to ensure support provided to individuals requiring accommodations, from recruitment process through to hiring
- Develop and implement procedures to address the individual needs of workers requiring accommodations

We will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.

- develop and implement return to work processes for employees who are absent from work due to a disability and require disability-related accommodation(s) in order to return to work
- The return to work process will outline the steps required to facilitate the employee's return to work and shall use documented individual accommodation plans (as described in section 28 of the regulation).

We will take the following steps to ensure the accessibility needs of employees with disabilities are taken into account if Library Management is using performance management, career development and redeployment processes.

- consider the accessibility needs of employees with disabilities when implementing performance management processes, or when offering career development or advancement opportunities
- Individual accommodation plans will be consulted, as required

We will take the following steps to prevent and remove other accessibility barriers identified.

- Include an accessible parking space when redesigning and reconstructing the St. Paul Branch Parking Lot Accessible Parking
- Work with City Departments to identify and address exterior accessibility concerns, including access from the parking garage and the state of the market street walkway

### **Design of Public Spaces**

The Brantford Public Library will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include:

- recreational trails and beach access routes
- outdoor public use eating areas
- outdoor play spaces
- public outdoor paths of travel
- parking areas
- service counters
- fixed queuing guides
- waiting areas with fixed seating

**For More Information** For more information on this accessibility plan,

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Accessible formats of this document are available free upon request from:

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