

	POLICY: Accessibility		POLICY OP – 13
	CATEGORY: Operational	LAST REVIEW/ REVISION DATE: April 2026	SCHEDULED REVIEW DATE: April 2027

1. Purpose

This policy acknowledges the obligation of King Township Public Library (KTPL) to meet or exceed the requirements set by the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and the *Integrated Accessibility Standards Regulation 191/11 (IASR)*.

KTPL is committed to providing visitors and employees with equitable access to facilities, materials, and services without discrimination and, when required, provide accommodation in a timely manner.

2. Scope

1. This policy applies to all aspects of KTPL’s staffing and operations, including its services and facilities, information and communications, technology, and employment opportunities.
2. For the purposes of AODA, KTPL provides services on behalf of the municipality, and therefore is considered to be a “small designated public sector organization with at least one but fewer than 50 employees” as defined within the IASR. The Library complies with the obligations for this sector as set out in the AODA regulations.

3. Application

KTPL falls under the purview of the Township of King’s Accessibility Advisory Committee (AAC) through which annual inspection, reporting and planning requirements are fulfilled. Their mandate is to advise on identifying, removing and preventing barriers, and on the preparation of an annual Accessibility Plan. The AAC will also advise KTPL on implementation of the standards that are being developed under the new legislation.

Section 1: Responsibilities

The Board will ensure that the Library complies with the spirit, principles and intent of AODA and designates the Chief Executive Officer (CEO) as the individual accountable for the organization’s compliance with the legislation.



Section 2: Accessibility Plan

KTPL will work with the AAC to contribute to the municipal multi-year accessibility plan.

Section 3: Customer Service

KTPL is committed to the independence and integration of persons with disabilities. In the context of customer service, KTPL will make every reasonable effort to ensure that services and programs are accessible as defined by and detailed in the IASR.

KTPL welcomes people with disabilities and their service animals. Service animals, as defined by the IASR, are allowed on the parts of our premises that are open to the public and staff. In the case that a service animal is of concern to others using our facilities, or the situation is legally inappropriate, primarily in areas where food is manufactured or prepared for public consumption, for a service animal to attend, staff will make accommodations for all involved to maintain the ability to work at or enjoy our facilities as best possible.

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. In certain cases, this organization might require a person with a disability to be accompanied by a support person for the health or safety reasons of:

- the person with a disability
- others on the premises

Before making such a decision, KTPL will:

- consult with the person with a disability to understand their needs
- consider health or safety reasons based on available evidence
- determine if there is no other reasonable way to protect the health or safety of the person or others on the premises

All Board members, staff and volunteers will receive training on both how to provide customer service to people with disabilities and when updates are made to AODA policy. The CEO will keep a record of when such training was provided.

Section 4: Communication

1. KTPL will:

- provide accessible formats and communication supports to persons with disabilities upon request, in a timely manner, and at no additional cost to the individual



- consult with the person making the request in determining the suitability of an accessible format or communication support. If the organization determines that information or communications are unconvertible, the organization shall provide the requestor with:
 - a) an explanation as to why the information or communications are unconvertible; and
 - b) a summary of the unconvertible information or communications
 - provide prompt notification of all service interruptions that especially relate to the provision of services and program for people with disabilities, including the reason for disruption, date and time of disruption, the branch affected, the estimated time for resumption of the service if it is known, as well as alternatives and how staff can be contacted to provide more information
 - make the public aware of the availability of accessible formats and services on its website
 - meet internationally recognized Web Content Accessibility Guidelines (WCAG) in accordance with Ontario’s accessibility laws
2. KTPL welcomes continuous feedback from persons with disabilities on the accessibility of its goods, services, programs, and facilities. Customer feedback will help us identify barriers and respond to concerns. The Library accepts feedback in a variety of accessible manners, including phone, email, and its online feedback form. We have a process for receiving and responding to feedback and the process is accessible to persons with disabilities upon request. The Library commits to responding to feedback within 2 (two) business days.

Related Documents:

Accessibility for Ontarians with Disabilities Act, 2005. S.O. c.11

Ontario Regulation 165/16 made under the Accessibility for Ontarians with Disabilities Act, 2005. S.O. c.11 and amending O Reg. 191/11 (Integrated Accessibility Standards)

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