

Summary of Changes to the Proposed Accessibility for Persons with Disabilities Policy

Policy Section	2010 Accessibility for People with Disabilities Policy	2012 Accessibility for Persons with Disabilities Policy	Reason for Change
Policy Statement	<p>Toronto Public Library welcomes and encourages people with disabilities to use library services. The Library will provide access to library services for people with disabilities in a way that respects their rights to dignity, independence and integration.</p> <p>This commitment is consistent with the Library’s mission to deliver services in a welcoming and supportive environment and with the Library’s core value of equity, accessibility, diversity and fairness in the treatment of all individuals.</p> <p>The Library will establish policies, practices and procedures that support the accessibility standards established under the AODA on customer service, information and communication, employment and the built environment.</p>	<p>Toronto Public Library is committed to providing equitable access to library service that meets the changing needs of all Torontonians, including persons with disabilities in a welcoming and supportive environment. The Library will develop and support a work and service environment where the needs of persons with disabilities are addressed in accordance with the principles of dignity, independence and integration. Toronto Public Library will meet or exceed the standards set by the <i>Accessibility for Ontarians with Disabilities Act, 2005</i> (“AODA”) and its regulations.</p> <p>In developing and delivering service and programs to persons with disabilities, the Library will be guided by the service values of equity and diversity in the treatment of individuals. The Library will make reasonable effort to establish, implement and monitor policies, services and practices that balance the needs of persons with disabilities and others to support the accessibility standards of customer service, information and communication, employment and the built environment established under the AODA.</p>	Changes for clarity and to be consistent with revised mission and values.

2.0 Information and Communication (formerly Communication)	Library staff and volunteers will communicate with people with disabilities in a way that takes their needs into consideration	Library staff and volunteers will communicate with persons with disabilities in a way that takes their needs into consideration. Toronto Public Library will make its website and web content accessible.	To address 2014 legislative requirements
3.0 Training of Staff and Volunteers	The Library will train staff, volunteers and contractors who interact with the public, to meet the needs of people with disabilities. This includes the training and documentation requirements in the AODA and its regulations.	The Library will provide and document ongoing training on the AODA legislation and requirements for employees, volunteers and contractors who interact with the public or who participate in the development of policies on behalf of the Library.	To address 2013 legislative requirements
4.0 Feedback Processes	The Library welcomes customer feedback and makes information available to all customers on how to provide feedback. Feedback is accepted by the Library in a variety of formats. Staff assistance is available to support all residents, including people with disabilities, in providing feedback.	The Library welcomes customer feedback and makes information on how to provide feedback available in accessible format. Staff assistance is available to support all residents, including persons with disabilities, in providing feedback and the Library, when requested, will make reasonable efforts to communicate with customers in a format of choice. Responses to customer feedback will be given in a timely manner, in accordance with the Library's Customer Feedback Standard.	In response to feedback from stakeholder consultation

Specific Directives	<p>Specific Directives - Customer Service</p> <p>The following directives address the requirements established by the Accessibility Standards for Customer Service, Ontario Regulation 429/07 (“Customer Service Standard”):</p>	<p>Specific Directives</p> <p>As there is now more than one Regulation with the introduction of the Integrated Accessibility Standards Regulation (IASR), the Specific Directives include directions applicable to both Regulations.</p>	To allow for the incorporation of requirements under the IASR to be incorporated into the Specific Directives
8.0 Support People	<p>The Library welcomes people with disabilities and accompanying support people. In most cases, the Library does not charge for the programs and services that it offers. However, when admission fees are charged for library programs or services, admission fees will be waived for support people, or advance notice will be given of any admission fees that support people must pay.</p>	<p>The Library welcomes persons with disabilities and accompanying support people. If discussing personal or confidential information, staff will ask the person if they prefer his or her support person to remain present. In most cases, the Library does not charge for the programs and services that it offers. However, when admission fees are charged for library programs or services, admission fees will be waived for support people, or advance notice will be given of any admission fees that support people must pay.</p>	In response to feedback from stakeholder consultation
9.0 Assistive Devices	<p>The Library will make reasonable efforts to facilitate the use of assistive devices that enable people with disabilities to use the Library’s services. The Library offers a broad range of assistive devices to help meet the reading needs of people with disabilities.</p> <p>The Library also recognizes that accessibility can be achieved and provided in different ways</p>	<p>The Library will make reasonable efforts to facilitate the use of assistive devices that enable persons with disabilities to use the Library’s services. The Library offers a broad range of assistive devices, including communication supports to help meet the reading needs of persons with disabilities.</p> <p>The Library also recognizes that accessibility can be achieved and provided in different ways. Persons with disabilities may use personal assistive devices while</p>	In response to feedback from stakeholder consultation

		accessing the Library, unless there is a health and safety risk.	
11.0 Information and Documentation of Accessible Customer Service	The Library will document its policies, practices and procedures as required by the Customer Service Standard. Members of the public will be notified of the availability of this documentation, which will be available in a variety of formats.	The Library will document its policies, practices and procedures as required by the AODA and its regulations. Members of the public will be notified of the availability of this documentation, which will be available in a variety of formats upon request at no additional cost.	To expand TPL's requirements to include all AODA regulations
12.0 Accessible Materials	New section	The Library will provide access to materials in accessible formats where materials exist.	To address 2013 legislative requirements
13.0 Procurement	New section	<p>The Library will incorporate accessibility criteria and features into the procurement of goods, services and facilities, except where it is not practical as defined in the Act.</p> <p>The Library will incorporate accessibility features and criteria when designing, procuring or acquiring self-service kiosks.</p>	To address 2013 legislative requirements
14.0 Employment	New section	<p>The Library will incorporate accessibility considerations into its recruitment and hiring practices and procedures, if requested.</p> <p>The Library will build accessibility needs into its human resources, practices, policies and procedures.</p>	To address 2014 legislative requirements

15.0 Emergency Plans	New section	The Library will provide emergency plans in accessible formats upon request	To address legislative requirements and to highlight existing TPL practices
Accountability	<p>The City Librarian and Directors are responsible for the implementation of this policy.</p> <p>The Planning, Policy and E-Services Department is responsible for maintaining and supporting documentation associated with the Customer Service Standard</p>	<p>The City Librarian and Directors are responsible for the implementation of this policy.</p> <p>The Planning, Policy and E-Services Department is responsible for maintaining supporting documentation associated with the Act.</p> <p>Toronto Public Library is responsible for reporting to the Ministry of Community and Social Service on its compliance with the Act and its Standards.</p>	To expand TPL's requirements to include all AODA regulations and to clarify responsibilities