



Type:	Administrative Plan or Program
Authority:	CEO
Staff Presentation:	October 26, 2017 All-Staff Meeting
Associated Documents:	<ul style="list-style-type: none"> • POL-ADM.2018.49 HS5-AODA Requirements and Employment of Individuals with Disabilities • POL-PUB.2018.56 Accessible Customer Service

Section I

Training

The Board and CEO are committed to providing an accessible workplace and excellence in service for all patrons, including those with disabilities. Given our two buildings, each will be addressed herein on how we will provide the most accessible location in the aging facilities.

1. All staff shall take AODA training webinars in:
 - 1.1. Customer Service Standard and
 - 1.2. Information and Communication Standards.
2. All Managers shall take AODA training webinars in each of the Act areas:
 - 2.1. General Requirements,
 - 2.2. Information and Communication Standard,
 - 2.3. Employment Standard,
 - 2.4. Design of Public Spaces Standard,
 - 2.5. Transportation Standard, and
 - 2.6. Customer Service Standard.
3. The Board will provide a professional development budget which may be used by staff to gain awareness in how to provide stronger service to people with disabilities and others who have accessibility needs (e.g. moms with strollers);
4. The CEO shall complete ongoing training to increase her awareness of accessibility issues within the facilities;
5. The CEO shall fund staff or train staff on accessibility needs and mitigating facility issues; and
6. The federal and provincial legislation updates and changes will be monitored no less than quarterly, with updates to training and the Accessibility Plan as deemed necessary.

Section II

Technology

Technology is only one means of providing accessible service, but a strong tool to be utilized.

1. BMPL shall remain an active partner with CNIB;
2. Downloadable audio and e-books shall be available;
3. Computer Terminals will be placed in various locations so that lighting and reflection is less of an issue for patrons throughout the day.
4. The building will have enhanced Wi-Fi as most persons with specialized software needs have access to their own devices.
5. At least one accessible workstation will be available at all times. This station will include:
 - 5.1. Vertical mouse;

- 5.2. Large screen
- 5.3. Screen reader software (part of Microsoft and iOS);
- 5.4. [See also the Technology Plan for more in-depth descriptions of products.]

Section III Services & Programming

- 1. The Manager of Public Services will investigate program options which are inclusion to people with disabilities.
- 2. BMPL welcomes Service Animals and Support Persons within our facilities and programs (See POL-PUB.2018.56 Accessible Customer Service).
- 3. When BMPL fees are changed for registration, no fee will be changed for Support Persons.

Section IV Notices

- 1. Notices will be posted on FaceBook and Twitter, as well as on the BMPL website, when technologies or access are experiencing a temporary disruption or limited beyond the normal operations.
- 2. Notices will be posted at the Front Door when technologies or access are experiencing a temporary disruption or limited beyond the normal operations.
- 3. Notices of location will be placed on all program events so as to minimize the registrants attending and determining that a site is not accessible. Upon request, prior to day of event, staff may be able to move the location.
- 4. Comments and Feedback will be accepted in person and online pertaining to the Accessibility Plan and the Accessibility Policy. Feedback will be reviewed by the staff, CEO and/or Board to determine how to improve services.
- 5. Any policy or procedure which is identified as not respecting and promoting dignity and independence of people with disabilities will be modified or removed from the BMPL Policy Manual.

Section V Facilities

- 1. Quarterly reviews of the facility will be conducted to determine if there are means of improving accessibility within the given space.
- 2. A minimum of one wheel chair accessible parking space will be available adjacent to the entry of each facility. Additional spaced will be dictated by legislation. Parking needs will be reviewed annually to determine if additional spaces are required beyond legislation.
- 3. A new facility, with accessibility a top priority, will be advocated for by the CEO and Board for the Craighleith Heritage Depot site, with expansions at L.E. Shore.
- 4. All BMPL publications, research and documents will include accessibility as a need and identify specific goals of a new facility and the programs and services said facility will afford the Library and community.
 - 4.1. All Needs Assessments will include accessibility as a point of discussion;
 - 4.2. All Feasibility Studies will include accessibility as a priority;
 - 4.3. Accessibility will be included as a thread throughout BMPL's Strategic Plans
- 5. All BMPL publications including print document will be available in alternate formats upon request. Online documents will meet AODA standards.

Section VI L.E. Shore Library and The Gallery

LES has noted accessibility concerns.

1. The Story Tower, as a sunken floor, is not accessible;
2. The Courtyard has a step at both the street entry and the building entry;
3. There is no visual alarm system;
4. There is no public address system;
5. The family washroom is not sized for accessibility needs, although both the men's and women's room have accessible stalls.

Section VII Craigleith Heritage Depot Community Museum and Library Branch

CHD has noted accessibility concerns.

1. The automatic door entry is not working;
2. The entry floor is not a flat surface;
3. The main meeting room is down two steps and participants must entry via the exterior of the building to attend;
4. There is no handrail for the step to the Research Room;
5. The handrail to the basement could be on both sides of the stairs;
6. The basement and main storage of artifacts is accessed only by a set of stairs, and therefore not accessible for staff. No patrons have access to this sub-level.

Section VIII Review Cycle

This plan will be reviewed biennially or as changes to the legislation dictates.

Original Approval: _____

Amended On: _____