

Chatham-Kent Public Library

Accessibility Policy

Purpose

The purpose of this policy is to demonstrate how Chatham-Kent Public Library (CKPL):

1. Is compliant with the requirements of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).
2. Integrates with the policies established by the Municipality of Chatham-Kent for the purposes of being in compliance with the AODA.

Definitions

“AODA” means the Accessibility for Ontarians with Disabilities Act, 2005

“Assistive Device” means a device used to assist persons with disabilities in carrying out activities or in accessing Library services

“Disability” or “Disabilities” means any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness, and without limiting the generality of the foregoing, including diabetes mellitus, epilepsy, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide or service dog or on a wheelchair or other remedial appliance or device, an intellectual development disability, a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language, a mental disorder, or an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

“Library” means the Chatham-Kent Public Library (CKPL)

“Municipality” means the Municipality of Chatham-Kent

“Service Animal” means any animal used by a person with a disability for reasons related to the disability where it is readily apparent that the animal is used by the person for reasons relating to their disability; or where the person provides a letter from a regulated health professional confirming that the person requires the animal for reasons relating to their disability; or a valid identification card signed by the Attorney General of Canada or a certificate of training from a recognized guide dog or service animal training school.

“Support Person” means a person who accompanies a person with a disability in order to assist the person with communication, mobility, personal care, or medical needs or with access to Library services.

Content

CKPL follows the Accessibility Policies established by the Municipality of Chatham-Kent for areas referenced by the AODA.

CKPL reports on the measures the Library has taken to identify, remove and prevent barriers and promote free movement of persons with disabilities by contributing to the Annual Municipal Accessibility Plan and Report.

Accessibility Plan

The Municipality of Chatham-Kent maintains an Accessibility Plan outlining its strategy to prevent and remove barriers from its workplace and to meet its requirements under the AODA.

The Accessibility Plan will be reviewed and updated in consultation with the Chatham-Kent Accessibility Advisory Committee (AAC) at least once every five years, and is posted on the Municipality of Chatham-Kent’s website. The Library provides a link to the Accessibility Services section on the Municipal website.

The Library participates on the Municipal Integrated Accessibility Standards committee responsible for updates and annual reports. The Library prepares annual status reports on the progress of measures taken to implement the Municipality of Chatham-Kent’s strategy outlined in its policy and reports this progress to the Municipality’s Integrated Accessibility Standards committee. Status reports will also be made available in an accessible format upon request.

Information and Communication

The Library communicates with people with disabilities in ways that take into account their disability. When asked, the Library will provide information about CKPL and its services, including public safety information, in accessible formats or with communication supports in a timely manner that takes into account the person’s accessibility needs due to disability and at a cost that is no more than the regular cost charged to other persons. The Library will work with the person with disabilities to determine what method of communication works for them.

The Library notifies the public about the availability of accessible formats and communication supports by publishing this information on its website.

Feedback Process

Feedback from a member of the public about the delivery of Library Services to persons with varying abilities may be given by telephone, in person, in writing, in electronic format or through other methods to the CEO/Chief Librarian or designate. Refer to the Municipal Accessibility Policy.

Notice of Temporary Disruptions in Services and Facilities

In the event of temporary disruptions in services and facilities, the Library will make reasonable efforts to provide notice of the disruption to the public, including information about the reason for the disruption, its anticipated duration, and a description of alternative services or facilities, if any, that may be available. The Library will make reasonable efforts to provide prior notice of planned disruption if possible. In an unplanned temporary disruption, the Library shall provide notice as soon as possible.

When temporary disruptions occur, the Library will provide notice by posting in a visible place on site and on the CKPL website or by any other method that may be reasonable under the circumstances.

Accessible Collections

CKPL offers a wide range of materials in accessible formats for customers with visual impairments, physical disabilities, and learning disabilities, and is registered with the Centre for Equitable Library Access (CELA).

Assistive Devices

A person may provide their own assistive device for the purpose of obtaining, using and benefiting from Library services. Exceptions may occur in situations where the Municipality has determined that the assistive device may pose a risk to the person or others on the premises.

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 range of assistive devices to help meet the reading needs of people with disabilities. CKPL ensures that library staff are trained and familiar with the assistive devices on site or that the Library provides that may be used by customers with disabilities while accessing the library's products, services or facilities.

Service Animals

CKPL welcomes people with disabilities and their service animals. Service animals are allowed on the parts of library premises that are open to the public and third

parties. When staff cannot easily identify that an animal is a service animal, staff may ask for documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability. If a service animal is prohibited by law, the Library will explain why the animal is excluded and discuss with the patron another way of providing Library services.

Support Persons

A person with a disability may enter the Library with a support person and have access to the support person while on the premises.

The Library may require a person to be accompanied by a support person while at the Library in situations where it is necessary to protect the health or safety of the person or others on the premises. If the Library determines that a support person is required, CKPL will waive any admission fees (if applicable) for the support person.

Employment

The Library follows all employment policies as set out by the Municipality. Refer to the Municipal Accessibility Policy.

Design of Public Spaces

The Library will meet accessibility laws when building or making major changes to public spaces.

Procurement

The Library follows all procurement policies of the Municipality.

The Library incorporates accessibility criteria and features when procuring or acquiring goods, services or facilities, including self-service kiosks. If it is not possible and practical to do so, CKPL will provide an explanation upon request.

Issue Date: January 22, 2013

Revision Date: February 8, 2019, November 16, 2021, February 25, 2025 (no amendments)

Board Approved Date: January 22, 2013, April 23, 2019, January 11, 2022; June 24, 2025

Author: H. Wyma

Background Documents: Municipality of Chatham-Kent Accessibility Policy

For more information or alternative formats of this document, please email cklibrary@chatham-kent.ca.