



Otonabee- South Monaghan Public Library

Policy Type: **Human Resources**

Policy Number: **HR-12**

Policy Title: **Staff and Accessibility**

Date of review/revision:

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Year of Next Review: 2025

Chair Signature: _____ Date: _____

This policy outlines the specific requirements of accessibility as it relates to Library staff.

In accordance with the *O. Reg 191/11*, relating to the *Accessibility for Ontarians with Disabilities Act 2005*, the Library has developed an **Accessibility in the Library** policy which includes the required policies to support accessibility, in specific areas such as purchasing, Internet and collections, but which also includes the human resource policies relating to training on *AODA* regulations and the *Ontario Human Rights Code*, accommodation for job applicants, and accommodation plans.

Section 1: Integrated Accessibility Commitment

Related to the Integrated Accessibility Standards Regulation of *Accessibility for Ontarians with Disabilities Act 2005*, the library has made a Statement of Organizational Commitment in all areas from Information and Communication to Employment. All employees will be given a copy and will familiarize themselves with the Library's **Accessibility in the Library** (OP-13) policy.

Section 2: Customer Service Training

The Library has established an **Accessibility in the Library** (OP-13) policy which covers Accessible Customer Service, and which meets all requirements in ensuring that customers are provided service in accordance with the key principles of dignity, independence, equitable opportunity, integration, and responsiveness. The Library will provide training to its board members, staff, and volunteers on how to provide customer service to people with disabilities and will keep a record of when the training was provided and the individuals who received the training, as per *O.Reg 191/11* (80.49). All employees will be familiar and act in accordance with these Accessible Customer Service ideals.

Section 3: Workplace Emergency Response Plans

The Library is obligated to be prepared for emergency situations and has policies addressing emergency preparedness. The Library supports employees who have disabilities by providing the employee with individualized workplace response information. An employee with a disability that may put them at risk in case of emergency is encouraged to complete the Identification of Potential Barriers form and submit it to the Library CEO, or designate. All information is confidential and will only be shared in case of emergency.

Individualized workplace emergency response information will be created, and employees will be designated and trained as emergency response support when an employee with a disability makes the Library aware of the need for

an accommodation. During an emergency, this Workplace Emergency Response Plan for employees will be enacted.

Section 4: Job Accommodation

1. The Library supports employees with disabilities by considering the employee's accessibility needs.
2. Upon request, and in consultation with the employee with a disability, the Library will provide or arrange for the provision of accessible formats and communication support for information that is needed for the employee to perform their job, as well as information that is generally available to all employees.
3. The CEO, or designate, will develop, and document processes to support the needs of employees with disabilities in the following areas:
 - a. an individual accommodation plan which meets the legislated requirements of the ***Integrated Accessibility Standards (IASR) Ontario Reg 191/11***
 - b. return to work for employees requiring accommodations after an absence due to an injury or illness
 - c. notice of career development and advancement opportunities.
4. The CEO, or designate, may require the employee to provide a doctor's letter confirming accommodation requirements. The cost of preparing such a letter will be borne by the Library.

Related Documents

OSMPL OP-13 Accessibility in the Library Policy
Integrated Accessibility Standards (IASR) Ontario Reg 191/11
Ontario Human Rights Code
Accessibility for Ontarians with Disabilities Act 2005