Trent Lakes Public Library

Policy Type:	**Human Resources**	Policy Number:	**HR-18**
Policy Title:	**Accessibility and Staff**	Initial Policy Approval Date: Last Review/Revision Date:	**2022**
		Year of Next Review:	**2024**

In accordance with the *O. Reg 165/16*, 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.

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

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 be familiar with the library's **Accessibility in the Library** (OP-15) policy.

Section 2:   Customer Service Training

The library has established an **Accessibility in the Library** (OP-15) 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, equity/equal 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. All employees 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 are encouraged to complete the Identification of Potential Barriers form submit it to the Library CEO. 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.

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Section 4: Job Accommodation

1. The library supports employees with disabilities by taking into account the employee's accessibility needs.

2. Upon request, and in consultation with an 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 his or her job as well as information that is generally available to all employees.

3. The CEO or his or her 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 165/16*
    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 his or her 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:
> *Trent Lakes Public Library OP-15 – Accessibility in the Library*