



Meaford Public Library
Integrated Accessibility Standards Policy
Policy-36
February 2018

The Meaford Public Library is committed to providing quality programs, facilities and services that are accessible in a way that respects the dignity and independence of people with disabilities.

1. The Library will make every reasonable effort to ensure that services and programs are accessible by:
 - a) encouraging the use of personal assistive devices to access our services and programs
 - b) arranging for the provision of access to accessible materials where they exist
 - c) encouraging the inclusion and access of support persons accompanying people with disabilities
 - d) waiving fees for support persons assisting clients and when fees are required providing advance notification
 - e) permitting service animals to assist clients and provide alternative accommodation when an animal is disallowed under the law
2. The Library will make every effort to communicate with clients by providing:
 - a) this policy in alternative formats upon request
 - b) information on the provisions of customer service for people with disabilities and accessible services and programs
 - c) the same notification process as the Municipality for all interruptions that especially relate to the provision of services and programs for people with disabilities
 - d) a coordinated process with the Municipality for receiving feedback about the manner in which the Library provides services and programs to people with disabilities
3. The Library provides training through the Municipality of Meaford's Accessibility Coordinator on how to provide customer service to people with disabilities. A record of when the training was provided and the individuals who received the training will be kept. Training will be provided to:

- a) those who participate in developing policies and procedures on the provision of service to the public
 - b) anyone providing services to customers on behalf of the Library
4. The Meaford Public Library provides a service on behalf of the Municipality of Meaford. The Meaford Public Library Board, library management, staff, and volunteers adhere to the Municipality of Meaford's "Integrated Accessibility Standards Policy" By-law 2017-42 as adopted by Council in August 2017.

Related Documents:

Accessibility for Ontarians with Disabilities Act, 2005. S.O. c.11

And ***Integrated Accessibility Standards***, Ontario Regulation 191/11

Municipality of Meaford Corporate Policy ***Integrated Accessibility Standards Policy***

Request for Documentation in Alternative Formats

Accessibility Feedback Form

Temporary Accessible Service Disruption Procedure

Approved: January 2010

Revised: February 2018