

Section	Services	Section#:	4
Sub-section	Customer Service	Sub-section #:	4.1
Topic	Integrated Accessibility Standards Regulations: Statement of Commitment		4.1.1

Policy

The Township of Selwyn Public Library Board is committed to providing equitable access to a library service that meets the changing needs of all community members, including persons with disabilities, in a welcoming and supportive environment.

The Library will develop and support a work and service environment where the needs of persons with disabilities are addressed in accordance with the principles of dignity, independence and integration.

The Library will make reasonable efforts to establish, implement and monitor policies, services and practices that balance the needs of persons with disabilities and others to support the accessibility standards of customer service, information and communication, employment and the built environment established under the AODA.

The Selwyn Public Library shall accept the Accessible Customer Service policy of Selwyn Township. In addition, Selwyn Public Library, in compliance with Ontario Regulation 165/16, requires that all Board members successfully complete AODA training.

Responsibilities

For the purposes of AODA, the Library provides services on behalf of the municipality, and therefore is considered, along with the municipality, to be a “large, designated public sector organization (50+ employees)” as defined within the Integrated Accessibility Standards Regulation (IASR). The Library works with the Township to comply with the obligations for this sector as set out in the AODA regulations.

The Board ensures that the Library complies with the spirit, principles and intent of AODA and to the Ontario Human Rights Code, and designates the Chief Executive Office (CEO) as the individual accountable for the organization’s compliance with legislation.

Related Documents:

Accessibility for Ontarians with Disabilities Act, 2005

Accessibility Standards for Customer Service, Ontario Regulation 429/07

Integrated Accessibility Standards, Ontario Regulation 191/11

Integrated Accessibility Standards, Ontario Regulation 165/16, June 2016

History:		
Date of Original Board Motion:	Nov 26, 2013	2013.72
Date of Amendments: (if any)	March, 2016	2019.52
Date of Next Review:	October, 2025	
Attachments:	Township of Selwyn Accessible Customer Service Policy 8.2, Township of Selwyn Integrated Accessibility Standards Policy 8.1	