

# ACCESSIBILITY POLICY

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## Policy

Bibliothèque Allard Regional Library and its Victoria Beach Branch (hereinafter referred to as the Library) is committed to improving accessibility by eliminating barriers for people with disabilities in a manner that respects dignity and independence.

This policy is intended to address the requirements of The Accessibility for Manitobans Act, 2013 (AMA) and The Human Rights Code ensuring that all persons are provided equal opportunities and standards of service.

## Procedure

This procedure addresses the accessibility requirements under The Accessibility for Manitobans Act, 2013.

Reasonable efforts shall be made to provide all persons with the equal opportunity to obtain, use and benefit from Library goods and services. To ensure that goods and services are provided in a manner and format that respects the dignity and independence of all persons, the Library shall:

1. Welcome the use of assistive devices, service animals and support persons unless prohibited by law or for reasons of health and safety;
2. Reinforce accessibility requirements and procedures through the training of personnel;
3. Provide notice of service disruption when required;
4. Provide access to a feedback process.

## Assisted Devices

The Library welcomes the use of assistive devices by individuals unless otherwise prohibited due to health, safety, or privacy issues.

## Service Animals

The Library welcomes service animals in areas/premises that are open to the public unless otherwise prohibited by law. If a service animal is excluded from the premises by law, the Library shall endeavour to make

other provisions available in order to enable the person with a disability to obtain, use, or benefit from the Library's goods and services.

### **Support Persons**

The Library welcomes support people who accompany an individual with a disability when accessing Library goods and services. The Library shall ensure that both persons are permitted to enter the premises together and the person with a disability is not prevented from having access to the support person while on the premises.

### **Training**

The Library shall provide accessibility training to all staff who interact with the public or other third parties on behalf of the Library. Training shall include:

1. How to interact and communicate with people with various types of disabilities;
2. How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person;
3. How to help if a person with a disability is having difficulty in accessing the Library's goods and services.

### **Service Disruption Notification**

In the event of a planned service disruption at any Library facility, or of any Library service or system, notice shall be provided on the Library website, social media and/or posted at the affected location.

Where a person with a disability uses such a facility, service or system, and has registered with the Library, the person with a disability shall receive notice (in the manner determined at the time of registration) of the service disruption. Notice may be provided by one of the following ways:

- By telephone, or
- By email, or
- By mail.

The notice shall include the reason for the disruption, its anticipated duration and a description of alternative facilities, services or systems that may be available.

In the event of an unexpected disruption, notice shall be posted in a conspicuous place at the facility or service location, or posted on the Library website and/or by another method as is reasonable under the circumstances.

### **Feedback Process**

The Library shall maintain a feedback process to enable members of the public to comment on the provision of goods and services to people with disabilities. The Library shall respond to feedback within a reasonable time period.

### **Definitions**

**Assistive Device** – is a technical aid, communication device, or medical aid modified or customized, that is used to increase, maintain, or improve the functional abilities of people with disabilities. An assistive device may be provided by the individual or may be provided by the Library in the form of lifts, ramps, audio and visual enhancements, etc.

**Barrier** – anything that limits or prevents an individual from accessing information, obtaining goods and services, as well as gaining access to space or participating in activities.

**Service Animal** – an animal that has been trained to provide assistance to a person with a disability that relates to that person's disability as reflected in the Human Rights Code.

**Support Person** – a support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods or services.

**Effective Date: September 23, 2017**

**To be reviewed: October 2019**

## Feedback

If there's something we can do to improve accessibility, please let us know.

**Contact:** Kelly Murray

**Phone:** 204-367-8443

**Email:** [admin@allardlibrary.com](mailto:admin@allardlibrary.com)

### **Mail to:**

Kelly Murray  
Bibliothèque Allard Regional Library  
Box 157  
St. Georges, MB  
R0E 1V0

Or visit your branch and speak to any staff member.

## Actions to Date to be compliant with The Accessibility for Manitobans Act, 2013 (AMA)

- Head Librarian attended Accessibility training on September 7, 2016 at the United Way office, the function was put on by the Disabilities Office
- Representatives from VIRN came and assessed Allard on May 30, 2017 and Victoria Beach Branch on June 9, 2017 for barriers
- Reports were received for both branches from VIRN in July 2017
- Requested quotes from appropriate companies to address barrier concerns in VIRN reports, submitted Enabling Accessibility Grant July 2017
- All staff have been trained on Accessibility through HR Downloads on October 16, 2017

## Feedback Follow-Up

Concern Raised:

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Staff Person Contacted:

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Date Contacted:

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How Addressed:

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Completion Date:

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Barriers to be Addressed:

Allard

<b>Work Needed</b>	<b>Completed By</b>
Increase handicapped parking to 2 spaces	August, 2017
Widen the door frame between the entrance and the bathrooms	Grant applied for July, 2017
Created more legible signage for the visually impaired	Grant applied for July, 2017
Alterations to computer desk space to allow for wheelchair access	Grant applied for July, 2017
Change the hinges on the public washroom to offset hinges	Grant applied for July, 2017
Remove the baby changing station and put a wall mounted station in its place	Grant applied for July, 2017
Pictogram/braille signage for bathrooms	Grant applied for July, 2017
Hanging sign for bathrooms in entrance	Grant applied for July, 2017

Victoria Beach

<b>Work Needed</b>	<b>Completed By</b>
Ramps slope is to be not greater than 1:12, it is 1:8	Responsibility of East Beaches Senior Scene
Parking, more than one spot designated, there needs to be a 60" wide access aisle	Responsibility of East Beaches Senior Scene
Door widths are not compliant in EBSS or in Library	Responsibility of East Beaches Senior Scene
Space to change direction of wheelchair	Responsibility of East Beaches Senior Scene

Space between book stacks, required 36.25"	Ranges from 30 – 40". A manually operated wheelchair can access the library counter
Pictogram/braille signage for bathroom	Responsibility of East Beaches Senior Scene
Sink is too low, needs to be minimum 29" from the floor	Responsibility of East Beaches Senior Scene
Created more legible signage for the visually impaired	Grant applied for July, 2017



Training:

<b>Work Needed</b>	<b>Completed By</b>
Attitudinal training for all staff	Head Librarian completed on Sept. 21/17, staff to receive training Oct, 2017

HR Downloads Employee Training on Accessibility

<b>Staff</b>	<b>Completed by</b>
Kelly Murray	September 21, 2017
Jen Kemball	October 16, 2017
Madeleine Boisjoli	October 16, 2017
Valerie Townsend	October 16, 2017
Josée Tardiff	October 16, 2017
Ashley Coss	October 16, 2017
Rachelle Reimer	October 16, 2017
Kylie Fontaine	October 16, 2017
Vicki Peterson	October 16, 2017
Randa Schulz	October 16, 2017