

Policy Type: **Operational**

Policy Number: **O-18**

Policy Title: **Accessibility Policy**

Policy Approved: November 2024

Effective: January 2025 - December 2027

---

## 1. PURPOSE

The Windsor Public Library Accessibility Policy is intended to provide a framework for the delivery of library service to people with disabilities or special needs.

## 2. SCOPE

2.1 The Windsor Public Library Board within the meaning of the *Public Libraries Act* as amended, provides governance and management of public library services in Windsor, and is supported by the Windsor Public Library / City of Windsor Service Agreement (2015), as amended March 21, 2017

2.2 The Windsor Public Library Board endorses the *City of Windsor Accessibility Policy*. The Accessibility Policy complies with the requirements of the *Accessibility for Ontarians with Disabilities Act*, the *Accessibility Standards for Customer Service*, and the *Integrated Accessibility Standards*.

2.3 The Accessibility Policy reflects the Windsor Public Library Mission, Vision, Values and Customer Service Pledge:

**Windsor Public Library Values Statement – Excellent Customer Service** “Windsor Public Library values and respects its customers, partners, volunteers and staff.”

**Windsor Public Library Values Statement – Lifelong Learning and Literacy** “Windsor Public Library values intellectual freedom and access to information.”

2.4 This policy applies to all customers, employees, volunteers and agents.

## 3. DEFINITIONS

**Barriers** – anything that prevents an individual with a disability from fully accessing resources or participating in activities because of their disability. Barriers can be physical, architectural, communicative, attitudinal, technological, or organizational.

**Service Animal** – an animal assisting a person with a disability. Service animals are identifiable by their appearance or by what they are doing, i.e.

- a) Wearing a harness, vest or a saddlebag
- b) Has a sign that indicates it as a service animal, or
- c) Has a certificate or identification card

## 4. GUIDELINES

4.1 The Windsor Public Library Board strives to ensure that all library resources, services, equipment and facilities are:

- a) Equitably accessible to all
- b) Free from discrimination
- c) Respectful of the dignity and independence of persons with disabilities

#### **4.2 Accessible Reading Formats**

- a) Windsor Public Library shall provide accessible formats for customers with disabilities in a timely manner, taking into account the person's accessibility needs and Windsor Public Library's budget constraints. Accessible reading formats include, but are not limited to: large print, recorded audio/electronic formats and Braille.
- b) The Windsor Public Library website and web content shall be made accessible in accordance with the requirements of accessibility legislation.

#### **4.3 Assistive Reading Devices**

Upon request, Windsor Public Library will make reasonable efforts to facilitate the use of assistive devices (for example, large print reader, computer workstations with accessibility software) that enable people with disabilities to use library resources and services.

#### **4.4 Service Animals in the Library**

Persons with a disability are encouraged to use service animals when accessing Windsor Public Library resources, facilities and services in accordance with the AODA's [Customer Service Standards s. 4 \(9\)](#)

The AODA's [Customer Service Standards s. 4 \(9\)](#) states one of two conditions must apply for your animal to be considered a service animal:

- a) if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- b) if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability. O. Reg. 429/07, s. 4 (9).