



Multi-Year Accessibility Plan 2023 - 2027



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Table Of Contents

Introduction	3
Statement Of Commitment	4
General Requirements	5
Information and Communication Standards	6
Customer Service Standards	8
Employment Standards	9
Built Environment and Public Spaces	11
Contact Us	13



Introduction



**Margie
Singleton**
CEO,
Vaughan Public Libraries



Libraries are some of the best places in the world, and everyone should be able to enjoy them. Libraries have the resources, services and staff that can enrich, inspire and transform a community. They bring joy to our lives and they help us understand the world around us. Libraries can help us learn new skills and they can help us develop strong bonds with the people around us. This has never been more important, and we believe that everyone who works, lives or studies in Vaughan should have equal and fair access to everything we offer. All of our spaces, physical and digital, should be fully accessible to all. Our programs, services, collections, hardware and more should be mindful of all of our customers. Finally, we are committed to remove all barriers that stop people enjoying their library.

This is what the following pages are all about, and it's a way that we can show you the steps we will take to a positive change. It is also an opportunity for you to get involved. We welcome customer feedback, and your experience and views will allow us to be the world-class library system that everyone deserves.

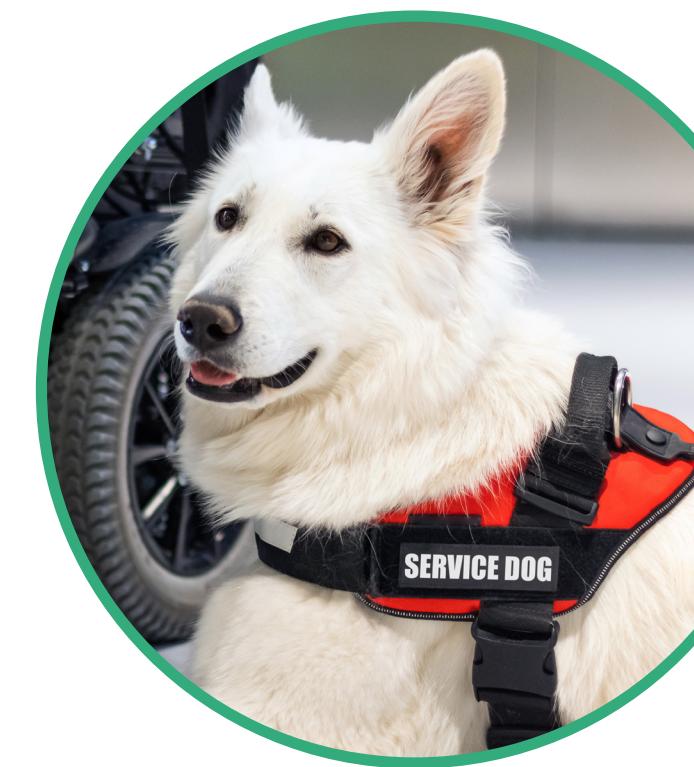
A Multi-Year Accessibility Plan (MYAP) lists actions that we pledge to undertake over a four year period. We will also create annual reports that show how we are progressing towards our goals. These pages show our initial areas of improvement, but we don't view it as the final and comprehensive list. If more opportunities are found along the way, we'll definitely look into them.

We look forward to this journey, and together we will create a library system for all. I hope you can join us.

Margie

Statement Of Commitment

We offer a world-class collection and provide welcoming places and a wide range of services for our customers. Our mission is to enrich, inspire and transform individuals and the community. Located in Vaughan on Treaty 13 territory, we are a place where families bring their children to play and learn. As those children grow they can borrow books, video games, movies and more. Then, as school work increases, we offer tutoring and safe study spaces. We are a place where people discover new worlds, ideas and solutions. We are a place where dreams are born and where creativity flourishes. We are Vaughan Public Libraries and we are here for everyone.



This plan shows the journey we will take to ensure that anyone who wants to use a library can do so. It lists the actions that will create a library system without barriers, as well as the ideas that will guide us along the way.

General Requirements

This section outlines how we will improve our policies, accessibility training and purchasing practices. It also includes our commitment and actions on how we will develop and report on the Multi-Year Accessibility Plan (MYAP).

1. Update our Accessibility Policy and post it on our website whenever a change is required by law.
2. Create, deliver, and maintain a MYAP.
3. Add accessibility criteria into existing procurement practices.
4. Create staff resources on accessible procurement.
5. Apply accessibility criteria to procurement of library equipment and technology.
6. Ensure all staff and volunteer training is up to date. We will monitor the IASR (Integrated Accessibility Standards Regulation) and the Ontario Human Rights Code as it relates to persons with disabilities and respond to updates.
7. All new or redeveloped training forms and materials will be accessible digital documents.
8. Publish an annual progress update for items in the MYAP.



Information and Communication Standards

We will deliver information and communications in accessible formats for staff and customers. We will implement a strong feedback process to help us achieve this. We will create accessible formats and communications for library meetings, programs, and events. Our website, web content and applications will meet or exceed accessibility standards.

1. Respond to employee and customer feedback in a manner that considers the individual's accessibility needs.
2. Create resources that support accessible virtual and in-person engagement.
3. Provide accessible formats and communications for staff and public meetings, programs, and events upon request.
4. Train staff on the creation of accessible digital documents.
5. Provide staff updates to build awareness of the AODA (Access for Ontarians with Disabilities Act) Program and our progress.
6. Provide closed captioning for key public and staff meetings and events upon request.
7. Review and update public and staff emergency and evacuation procedures to ensure they meet the needs of persons with disabilities. Provide this information in an accessible format upon request.
8. Establish accessibility guidelines for our website, web content, and web-based applications.
9. Establish accessibility evaluations and user testing of our websites, web content, and web-based applications that include persons with disabilities.



10. Regularly review and update all accessibility information and provided in an accessible format upon request.

11. Continue to provide information about accessible collections on our website.

12. Continue to work with, and promote, the Centre for Equitable Library Access (CELA) to provide collections and services to persons with print disabilities.

13. Add inclusive language and terms to the Corporate Communications Guidelines.

14. Use accessibility best practices when making internal document templates.

15. Establish a process for identifying, providing, maintaining, and supporting the use of assistive hardware and software. This should meet the information and communication needs of staff and customers with disabilities.

16. Investigate the ability to engage with customers via Zoom for face-to-face enquiries.

17. Add accessibility information for programs and services to our web content.



Customer Service Standards

We believe that customer service should be accessible and inclusive. We will provide access for everyone to library collections and resources, services, programs, and facilities. We will put the individual needs of our customers with disabilities at the heart of our planning and activities.

1. Ensure that all requirements under the Accessible Customer Service Standards are in our Accessibility Policy.
2. Develop an Accessibility of Statement of Commitment and ensure it is included in our policies and procedures related to customer service.
3. Establish, maintain, and track staff training and opportunities related to accessible customer service standards.
4. Update our Emergency Response Plan to include all requirements under the Accessible Customer Service Standards. This includes how service announcements are issued to customers in the library and through our communications.
5. Apply accessibility best practices to any planned service disruptions and long-term library closures.
6. Complete expansion of Memory Lab to Dufferin Clark and Maple Libraries, allowing customers to transfer photos and videos to accessible digital formats.
7. Investigate new inclusive resources to support customer accessibility needs.



Employment Standards

Libraries should be welcoming, safe, inclusive, and accessible for staff with disabilities. This begins with accessible and inclusive recruitment and hiring. It continues with workplace accommodations, and ensuring the individual needs of our employees with disabilities are taken into account in all programs and opportunities.

1. Establish accessible recruitment and interviewing guidelines and training for hiring managers. This includes giving candidates accessible formats upon request.
2. We will continue to provide candidates assistive technology and equipment as part of the hiring process upon request.
3. Inform successful candidates that workplace accessibility accommodations are available upon request and how to submit them.
4. Provide information on the workplace accommodation policies and processes during New Employee Orientation.
5. Provide managers and supervisors ongoing training on the duty to accommodate.
6. Update HR documents with our commitment to providing accessible formats upon request.



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7. Provide information on how we develop individual workplace emergency response plans for staff with disabilities during New Employee Orientation.
 8. Provide information to managers and supervisors on how to develop individual workplace emergency response plans.
 9. Update all Modified Work Program documents and processes to reflect current and appropriate language and terms.
 10. Inform staff that all documents on career development and advancement are available in an accessible format upon request.
 11. Ensure that any position or location changes that impact employees with disabilities meet the requirements outlined in the Collective Agreement. This will also consider any documented accommodation plans.
 12. Include a statement about accessibility on volunteer postings.



Built Environment and Public Spaces



We believe that our spaces should be open, accessible, and inclusive for everyone. As we build new libraries and update older ones we will include the barrier-free requirements under the Ontario Building Code and the requirements under the AODA Design of Public Spaces Standards into the design and consultation processes.

1. Include the technical requirements established under the AODA Design of Public Spaces Standards into the design of any newly constructed or significantly renovated library space and exterior paths of travel. This includes stairs, ramps, sidewalks, walkways and other paths.
2. Include the requirements established under the AODA Design of Public Spaces Standards into the design and construction of any future on and off-street accessible library parking.
3. Incorporate accessibility best practices into the consultation process for any future capital projects related to parking.
4. Incorporate the technical requirements established under the AODA Design of Public Spaces Standards into the design of any future newly constructed or significantly renovated service counters and signage.
5. Implement recommendations from Building Accessibility Assessment (BAA) conducted with the City of Vaughan in 2023.
6. Add an accessible ramp at the Pierre Berton Resource Library staff entrance.



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7. Ensure all locations with emergency exit stairwells have evacuscape chairs.
 8. Complete accessibility upgrades to Woodbridge Library, including elevator enhancements.
 9. Add step-free emergency exits to Ansley Grove Library.
 10. Ensure all locations have accessible washrooms.
 11. Ensure all locations have automatic door operators in all accessible areas.
 12. Continue to apply accessible shelving heights in all new and renovated libraries.
 13. Ensure adequate and bright lighting in all customer and employee spaces.
 14. Consider the needs of all customers when purchasing furniture.
 15. Investigate adding sensory equipment at select libraries.



Contact Us!

Do you have any questions?

Email: vpl.admin@vaughan.ca

Phone: 905-653-READ (7323)

Mail: 2191 Major Mackenzie Drive, Vaughan ON L6A 4W2

Online Feedback Form: vaughanpl.info/files/accessibility.pdf

In Person: Speak to the Library Manager at your local library

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