

Multi-Year Accessibility Plan

2026 Update and Progress



www.vaughanpl.info

General Requirements

The General Requirements focus on setting up structures to develop and deliver on our accessibility goals.

We've created our first Multiyear Accessibility Plan, and this acts as an action list where different VPL teams are tasked with investigating items.

This status report will be the first in a series of ongoing annual updates, letting you know what progress we have made.



Information and Communication Standards

We've committed to sharing information and communications in an accessible manner, whether it's in-person or online. To support this, we're providing the supports people need, as well as a feedback process so we can improve.

- We established digital accessibility guidelines for the design and maintenance of our website, web content, and web-based applications. We've already made some improvements and will use the guidelines as we refresh our site in the future.
- A process is now in place to ensure all accessibility information on our website and in print is up to date. We can also provide accessible formats and communication support upon request.
- We continue to provide information related to accessible collections on the Library's website. In the past year, this has also included developing supporting promotions for the Home Library Service.
- VPL has continued to work with the Centre for Equitable Library Access (CELA) to provide accessible library collections and services to persons with print disabilities. We've promoted this service broadly, including in the City of Vaughan newsletter, delivered to every mailbox in Vaughan.
- Hearing loop systems have been installed at Resource Library service desks.
- Accessibility information for programs and services to the VPL website and Eventbrite. We've also added unique accessibility information for every library. This can be found by clicking on any location [here](#), and selecting Accessibility Features.



Customer Service Standards

We've committed to accessible and inclusive customer service practices, and a library system where all customers have equitable access to our collections and resources, services, programs, and facilities.

New [Memory Labs](#) are now available at Dufferin Clark Library and Maple Library. These allow customers to transfer personal material stored on legacy media to more accessible digital formats.



Employment Standards

We are committed to fostering a welcoming, safe, inclusive, and accessible work environment for its employees with disabilities. This commitment is supported through accessible and inclusive recruitment and hiring practices, providing appropriate and timely workplace accommodations, and ensuring the individual accessibility needs of our employees with disabilities are taken into account when participating in its performance management and return-to-work programs, or any career development and advancement opportunities.

- We continue to work with job applicants to provide assistive technology and equipment as part of the hiring process.
- All new employees receive information on the Library's workplace accommodation policies and processes.
- All managers and supervisors received continuous training on the duty to accommodate in employment.



Built Environment and Public Spaces



We aim to create physical spaces that are accessible, barrier-free, and that meet the highest standards under the Ontario Building Code and under the AODA Design of Public Spaces Standards.

- The new Carrville Library has been designed to fully meet AODA Design of Public Spaces Standards and features accessible shelving heights.
- All locations with emergency exit stairwells now have Evacuscape chairs.
- The newly-renovated Woodbridge Library includes a new elevator, providing access from the lobby to the main floor and basement level of the library.
- All of our stand-alone libraries feature accessible washrooms, and all libraries in community centres have washrooms within the building.
- Our new and renovated locations have bright lighting in all customer and employee spaces to match our existing libraries.
- Sensory equipment has been provided to selected branches.



Contact Us!

Do you have any questions?

Email: vppl.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

www.vaughanpl.info

