



# Sault Ste. Marie Public Library

*"One stop....endless possibilities"*

## Multi-Year Accessibility Plan

---

The Sault Ste. Marie Public Library is committed to treating all people in a way that allows them to maintain their dignity and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act (AODA).

Pursuant to the Accessibility Customer Service Policy, the following sets out an action plan to ensure that library service at SSMPL is relevant, inclusive and responsive for all, including persons with disabilities.

### **Training**

In 2009 staff received training in accessible customer service. Further training for SSMPL staff and volunteers on the AODA and the Ontario Human Rights Code as it relates to people with disabilities was provided in 2014.

### **Accessibility Policy**

SSMPL has created an Accessible Customer Service Policy which is posted on our website.

### **Accessible Emergency Information**

SSMPL is committed to providing patrons with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

### **Accessible Formats and Communication**

SSMPL will provide or arrange for the provision of accessible formats and communication supports upon request, at no additional cost, in a timely manner, and in consultation with the person making the request. SSMPL will provide notice to the public about the availability of accessible formats and communication supports.

### **Kiosks**

When procuring self-service kiosks, accessibility features will be incorporated into the procurement process. Staff will be trained to assist patrons with accessibility features on all self-service kiosks.

## **Website**

SSMPL's website conforms to WCAG (Web Content Accessibility Guidelines). The Library replaced its website in 2016 and accessibility was a major consideration in the redesign.

By 2021 the SSMPL website and content will meet the requirements of the AODA at that time including but not limited to ensuring that the website meets the WCAG 2.0, Level AA criterion.

## **Employment**

In 2015 SSMPL reviewed and updated employment policies and practices to reflect the requirements of the AODA. SSMPL includes a Diversity and Accommodation statement in job postings so that the public and those interested in employment will know of our commitment.

## **Procurement Policy**

Where possible, SSMPL will include accessibility criteria and features when facilitating procurement of goods, services or facilities in accordance with AODA requirements. When it is not possible an explanation will be provided.

## **Building**

SSM is planning to meet the requirements of the AODA with regard to any retro-active legislative changes to codes, acts, regulations, and by-laws. In addition to meeting all current applicable codes, acts, regulations and by-laws, any capital repair or renovation projects will be reviewed and where possible accessibility enhancements will be included in the project planning.

## **Maintenance of Accessible Elements**

SSMPL meets the requirements for preventative and emergency maintenance of accessible elements in public spaces through maintenance contracts.

SSMPL has procedures in place for dealing with temporary disruptions when accessible elements of AODA requirements are not in working order involving notification of local media and SSMPL's social media.

For more information on this accessibility plan, please contact:

Roxanne Rissanen  
Director of Public Libraries  
705-759-5246  
[r.rissanen@cityssm.on.ca](mailto:r.rissanen@cityssm.on.ca)

Accessible formats of this document will be made available upon request.