

IDEA | EXCHANGE®

Accessibility Plan

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PURPOSE

This document is the Idea Exchange's Multi-Year Accessibility Plan.

2012

Comply with Accessibility Standards for Customer Service

Standard: AODA, Accessibility Standards for Customer Service

Commitment: Idea Exchange is committed to providing accessible customer service to people with disabilities and has established policies, practices and procedures in accordance with the AODA Accessibility standard for Customer Service.

Status: **COMPLETED**

Achievements: Created and updated training for staff and volunteers; added the training to new hire orientation for staff, trained all staff on updated Accessible Customer Service; updated Accessibility Policy and Accessible Customer Service Policy; All Board members have been trained; Added Accessibility and Accessible Customer Service Policy to website; Trained volunteers on AODA - Customer Service

Next Steps: n/a

Provide Individualized Emergency Information and Support to Employees with Disabilities

Standard: IASR Section 27

Commitment: Idea Exchange is committed to a safe working environment for all employees. Employees with disabilities will receive individualized emergency information and support

Status: **COMPLETED**

Achievements: Created a Work limitations form for employees to use when returning to work after an illness or injury; created individualized emergency information to employees and volunteers with disabilities and the Documented Individual Accommodation Plan Policy and trained staff; created a rehabilitation and Return to Work policy; Added Emergency Evacuation Guidelines for People Requiring Assistance to the website; Added Emergency Evacuation Guidelines for People Requiring Assistance to the Fire Safety Plan at each Branch

Next Steps: N/A

Make Library Emergency Procedures, Plans and Public Safety Information Accessible upon request

Standard: IASR Section 13

Commitment: Idea Exchange is committed to public safety and will make our emergency procedures, plans and public safety information accessible upon request, as soon as practicable, in an accessible format or with appropriate communication supports.

Status: **COMPLETED**

Achievements: Created an Emergency Evacuation Guideline for people requiring assistance and trained staff on the requirement and how to provide existing public emergency information in an accessible format or with communication supports; Trained volunteers on the requirement and how to provide existing public emergency information in an accessible format or with communication supports

Next Steps: n/a

2013

Adopt and Implement Accessibility Plan and Policies

Standard: IASR, Section 4

Commitment: Idea Exchange is committed to providing an accessible and inclusive environment to employees and visitors with disabilities. Idea Exchange will adopt and maintain an Accessibility Plan and Procedure to ensure goals related to accessibility are met.

Status: **COMPLETED**

Achievements: Added to calendar mechanism to review and report on the plan; added to a Board meeting annually to review Plan; Added plan to website; share plan with staff;

Next Steps: n/a

Document Policies and Procedures for provision of access to accessible materials

Standard: IASR Section 19, Public Libraries

Commitment: Idea Exchange is committed to providing access to accessible materials and will make information about the availability of accessible materials publicly available in accessible format or with appropriate communication supports, upon request. Where possible, Idea Exchange may provide accessible formats for archival materials, special collections, rare books and donations.

Status: **COMPLETED**

Achievements: Added accessible formats to the Accessibility Policy; Add to website our available accessible materials by format

Next Steps: n/a

Add Diversity & Accommodation Statement to Job Postings and Job Offers

Standard: IASR Sections 22, 23, 24

Commitment: Idea Exchange welcomes candidates with disabilities and will add a Diversity and Accommodation statement to job postings such that the public and those interested in employment with Idea Exchange will know of our commitment. When making offers of employment, Idea Exchange will notify applicants of its policies for accommodating employees with disabilities.

Status: **COMPLETED**

Achievements: Diversity and Accommodation statements have been added to all job postings internal and external; Diversity and Accommodation statements have been added to all new offers of employment.

Next Steps: n/a

2014

Conduct a Web Accessibility Audit and Plan Remediation

Standard: IASR Section 14

Commitment: Idea Exchange is committed to providing accessible service to people with disabilities. In support of this commitment, Idea Exchange will conduct an assessment of the accessibility of our website and online catalogues in order to identify gaps and plan for any required remediation. New website and web content created from 2014 onward and including content from 2012 onward will be accessible.

Status: **COMPLETED**

Achievements: Performed an audit on current website.

Next Steps: n/a

Update Procurement Procedure to include Accessibility Criteria

Standard: IASR Section 5, 6

Commitment: Idea Exchange will include accessibility criteria and features when facilitating procurement of goods, services (including kiosks) or facilities in accordance with AODA requirements.

Status: **COMPLETED**

Achievements: Added accessibility to Contractor's Manual; Added to current Procurement Policy; install mechanism to ensure accessibility will be considered (Added to current Procurement Policy)

Next Steps: n/a

Self-service kiosks

Standard: IASR General requirements

Commitment: Idea Exchange will consider accessibility for persons with disabilities when designing, purchasing and/or acquiring self-service kiosks.

Status: **COMPLETED**

Achievements: Consideration for Accessibility when purchasing self-service kiosks will be added to RFP instructions and Vendors will be notified; staff have read and signed the agreement

Next Steps: n/a

2015

Provide training for all staff on IASR and Human Rights

Standard: IASR, Section 7

Commitment: Training will be provided on the requirements of the IASR accessibility standards and on the Human Rights Code, as it pertains to people with disabilities, to all employees, volunteers, policy makers and third parties providing goods, services or facilities on the organization's behalf. Training provided will be applicable to the duties of the role and be provided as soon as practicable or whenever policies change.

Status: **COMPLETED**

Achievements: Trained all current staff, volunteers on IASR and OHRC; Added IASR and OHRC to the new hire orientation process. Added requirement to Contractor's Manual.

Next Steps: n/a

2016

Review all Feedback Processes for Accessibility

Standard: IASR Section 11

Commitment: Idea Exchange is committed to ensuring library feedback processes are accessible to people with disabilities and will provide accessible formats or communication supports upon request, and will notify the public that accessible formats and communication supports are available.

Status: **COMPLETED**

Achievements: Identified feedback mechanisms; updated a feedback form; Add to website alternative formats available; add feedback form to website

Next Steps: n/a

Update Existing Employment Policies to include requirements under IASR

Standard: IASR Sections 25, 26 and 30-32

Commitment: Idea Exchange is committed to disability inclusive hiring and employment practices and will implement accessible Employment Standards according to AODA Integrated Accessibility Standards Regulation.

Status: **COMPLETED**

Achievements: Created a Recruitment Assessment and Selection AODA Policy; trained staff on policy and practices

Next Steps: n/a

Prepare Accessible Formats and Communication Supports

Standard: IASR Section 12

Commitment: Idea Exchange 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 and will provide notice to the public about the availability of accessible formats and communication supports.

Status: **COMPLETED**

Achievements: Created an accessible formats and communication supports policy and created a request form for alternate formats; Added Accessible_formats and communication supports policy and alternate formats form to website

Next Steps: n/a

2017

Built Environment: Design of public spaces standard

Standard: IASR Section 11 and 12

Commitment: Idea Exchange will comply with the design of public spaces standard during new construction and planned significant alterations to public spaces. The requirements under the Design of Public Spaces Standard apply to new construction and the redevelopment of elements in public spaces. Unplanned changes to existing public spaces to meet the standard (retrofits) are not required. Unplanned changes can include emergency repairs or forced changes that were not anticipated or planned for in advance.

Status: **COMPLETED**

Achievements: Completed an Accessibility audit of the Old Post Office; Ensure that the Accessibility Office at the City of Cambridge will be the point person for all significant alterations of a public space; added to Guidelines for staff on process for building outages; Installed mechanism so we consider the Procurement Policy before built environment changes.

Next Steps: N/A

2021

Remediate Existing Internet Websites and Web Content to meet WCAG 2.0 Level AA

Standard: IASR Section 14

Commitment: Ensure that all web content meets WCAG 2.0 Level AA standards

Status: **IN PROGRESS**

Achievements:

In 2017, Idea Exchange staff completed testing for WCAG 2.0 level A compliance. Issues that were identified such as images missing alternative text and labels missing from form fields were corrected on our existing site and improved accessibility procedures were put in place for any newly created content.

Next Steps: Redesign website so it meets WCAG 2.0

	Completed	Who will Champion?	Due?
WCAG 2.0 Checklist; accessible web design criteria; web accessibility testing tools - Ensure new website is WCAG 2.0 compliant		Digital Services	Mar 2022

A new website build was scheduled to begin at the end of 2019/2020 for a site that would be fully WCAG 2.0 Level AA compliant. However, due to the global pandemic, this project was delayed until 2021.

Idea Exchange is in the process of a new website rebuild. A wireframe is completed and in the summer of 2021 we will contract a website designer/developer that will assist us in ensuring our new website is fully AODA compliant.

The estimated project completion date is March 2022.