

Salt Spring Island Public Library

129 Mc Phillips Avenue, Salt Spring Island, BC, V8K 2T6
<http://saltspring.bc.libraries.coop/>



ACCESSIBILITY PLAN 2023 - 2026

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Territorial Acknowledgement

The Salt Spring Island Public Library acknowledges the unceded territory and the ancestors of Salt Spring Island, the Coast Salish First Nations peoples of Salt Spring and surrounding areas, who continue to use and steward these lands.

Salt Spring Island Public Library Strategic Plan 2022-2027

Mission: We build opportunities for everyone to learn, connect and explore.

Values The Library values innovation, equity/diversity/inclusion and social justice, discovery, sustainability and is community-led.

Strategic Goal: Commit to principles and activities that promote diversity, equity, inclusion, truth and reconciliation, and physical/social accessibility.

Glossary of Terms

Adaptability: Adaptability often refers to home design, which will accommodate lifestyle changes, including reduced ability, without the need to substantially modify the existing structure. This means that the space is readily adjustable and retrofit-able. In terms of service, adaptability means that the service provided can be adjusted to meet the needs of someone requiring some additional support or alternate format.

Accessibility Advisory Committee (AAC): An official group established by one or more 'Prescribed Organizations' in collaboration with people with disabilities to develop an accessibility plan and feedback mechanism.

Assistive Device: any device that is designed, made, or adapted to assist a person to perform a particular task.

Accessibility plan: A plan, developed by an AAC, that identify accessibility barriers and solutions for addressing those barriers.

Barrier: Anything that hinders the full and equal participation in society of a person with a disability

- (a) caused by environments, attitudes, practices, policies, information, communications, or technologies, and
- (b) affected by intersecting forms of discrimination.

Diversity: diversity refers to different characteristics in a group of people. This could include ethnicity, gender, gender identity, mental and physical disability, culture, income, and countless other domains.

Inclusion: Inclusion means making social and physical environments open to all human beings, regardless of age, gender, mental and physical disability, race, religion, etc.

Self-determination: Self-determination refers to the concept that each person has the ability to make their own choices and manage their own lives.

Support Person: A support person can be a paid personal support worker, volunteer, family member or friend. They provide support with communication, mobility, personal care, medical needs, or access to goods, services or facilities.

Universal design (UD): UD aims to ensure that the design of products and environments are usable by all people, to the greatest extent possible, without the need for adaptation or specialized design.

Framework Guiding our Work

Accessible BC Act – Principles and Standards

Public libraries commit to meeting their responsibilities under the Accessible BC Act in the following ways:

- communicating information through a variety of channels to account for the different needs of our patrons and community members.
- creating a welcoming and respectful environment in all our spaces, physical or virtual.
- designing and maintaining public spaces that can be navigated inclusively.
- delivering content in a variety of formats.
- delivering programs and services that accommodate the needs of Library patrons.
- championing community services and resources that foster inclusion and barrier-free access.
- providing the appropriate accommodations for staff and volunteers to undertake their responsibilities.
- maintaining feedback mechanisms for continuous improvement in the area of accessibility.

BC Required Accessibility Plans

The Accessible BC Act became law in 2021. The Act sets out accessibility requirements that an organization must meet. A quick summary of the Accessible BC Act and regulations is in Appendix B.

B.C Public libraries are required to:

- Establish an accessibility committee
- Develop an accessibility plan that takes into consideration at least the following six principles:
 - Inclusion
 - Adaptability
 - Diversity
 - Collaboration
 - Self-Determination
 - Universal Design
- Build a tool to receive feedback on accessibility

Prescribed public sector organizations have to make their accessibility plans public. The accessibility plan must be updated at least once every three years and be posted on their organizations' website.

The Values Libraries Hold

Public libraries strive to be a place where each diverse community can come together to imagine, create, learn and grow. To support this vision, public libraries are committed to providing service in a way that respects the dignity and independence of people with disabilities, fosters inclusion, and strives to identify, prevent and remove barriers to access and participation.

About our Accessibility Committee

Focus of Committee

The focus of the Committee is to give input and direction on a draft plan, and future revisions.

Recruitment

The Library Director recruited volunteer Committee members from staff, volunteers, and local community organization.

Committee Members and Associations

Administrator, Salt Spring Island Public Library

Executive Director, Gulf Islands Families Together Society (GIFTS)

Indigenous Coordinator, Salt Spring Island Public Library

Information Technician, Salt Spring Island Public Library

Librarian, Salt Spring Island Public Library

Library Director, Salt Spring Island Public Library

Consultation

To receive feedback on accessibility, the Library will seek input from patrons and the community on the Accessibility Plan through numerous mechanisms for public feedback, including:

- Spoken
- Written through mail or email
- Telephone

Barriers Identified and Actions to Date

Barriers to Accessibility

See *RHFAC Assessment Report*, Appendix 1.

What we Found (*RHFAC Assessment Report*)

See *RHFAC Assessment Report*, Appendix 1.

Actions Taken

Creation of prioritized plan of actionable items based on *RHFAC Assessment Report*

Creation of 3 years of priorities and project allotment by year.

Library website updated to be more accessible. Updates include: bigger font, links are now underlined, removed most of the table formatting for accessibility readers, and added an accessibility formatting preference options button at the top of each page, labeled "show preferences". Items in progress included: added alt text to images for accessibility readers, and corrected header formatting for accessibility readers.

Our 3 Year Plan and Action Items

Summary

The objective of the action items and process outlined in this document is to provide a framework to begin carrying out accessibility goals that are general enough to be applicable, but specific enough to be guiding. To ensure that our plan is successful in meeting the needs of Library patrons and community members, the Library will partner with an accessibility focused organization to learn and to continually adapt our work.

Process

Priority aspects of public Library infrastructure and service were identified by the Rick Hansen Foundation Accessibility Certification (RHFAC) *Assessment Report* and are indicated as categories under the heading ‘Action Item’ in the table below. The Library will adjust information and goals in steps as necessary.

Areas of Consideration	Defined Improvement Considerations
Built environment / design of public space	<ul style="list-style-type: none"> • Conduct audits to review accessibility barriers in current physical spaces • Learn about universal design improvements • Develop partnerships and work with accessibility-focused organizations • Consider including ongoing maintenance as part of capital improvement plans
Information and communications	<ul style="list-style-type: none"> • Determine up-to-date web standards for accessibility as pertaining to the Library website • Work with technology companies to learn about and test new accessibility applications utilizing best practices • Employ people with disabilities to test and give feedback on the accessibility of Library resources, e.g., the website and digital resources
Education Libraries support continuous learning and education	<ul style="list-style-type: none"> • Learn about different awareness training courses available • Consider including ongoing awareness training as part of training program.

Accessibility Work Plan	Detail	Year
Rear Exterior Parking Lot		
Added Accessible Parking	Parking space needs to accommodate vehicle ramp; ideally would be sheltered. Oversized parking space.	3
Clear vertical signage for added accessible spaces	A sign that is not just painted in the space, but also indicated via a sign on a post.	3
Way-finding signage/markings	Addition of directional arrows to the existing signage showing where the accessible path is to the main entrance; plus directional signage leading towards ramp access to Library.	1
Implement Muster Point Sign	Order, install.	1
Drop-off Zone	Clearly marked by paint in the space; perhaps added vertical signage as well.	2
Front Exterior Entrance		
Railings on both sides of stairs	Install added railings on both sides of stairs.	2
Top step bumps	Install attention indicators at the tops of exterior stairs.	2
Visible step edge markings	Colour contrasted slip resistant markings.	2
Matte window film - Front window	Where "You Belong Here" lettering appears, matte the front of the window with a cling film. Improves message readability against glare.	1
Refinish exterior lettering to be Matte/other finish	Could engrave artfully with portable device, or use an etching to reduce glare/shine.	2
Indicate door opening direction and radius with permanent stickering or inlay	The outward opening main entrance door is not marked or protected. Mark the swing path in high contrast paint to prevent a potential collision hazard.	1
Relocate automatic door button closer to door	Current position makes it difficult to use.	3
Interior Signage and Markings		
Develop a standardized signage strategy with consistent designs, positions and attributes to facilitate people with vision impairment, or cognitive or developmental disabilities	Will help people navigate with independence.	1

Paint door frames to contrast, elevator, and emergency exits	Outline doors with black, red, or other contrasting colour so that people with low-vision can better see these areas.	2
Provide wayfinding signs to areas of the Library, such as Children's Area, the FabLab, etc	Could have a signpost; suspended signage; wall or end-of shelf.	1
Close to handle height 3-dimensional signage for washrooms, offices, program room, Fablab, meeting rooms, next to door. Bathrooms need sign leading the way plus visual cues to help people locate washrooms without having to ask	Signs should feature braille, and have 3-dimensional text and universal symbols. Signs should feature a slide out area which allows for name plates to be produced and printed via the Library's 3D printer.	2
Exterior doors should be set to 7 pounds of force to operate; all others only 5 pounds of force	These are settings to test and dial-in.	1
Provide signage at the elevator.	Not for Public Use, Library Personnel & Archives Only.	1
Clearly label 2 desks, Circ and Tech Desk	Can use raised lettering/universal symbols such as a question mark in a circle. These could be suspended, applied to Plexiglas, applied to desk front with added lighting to emphasize.	1
Increase size and contrast of posters and signage related to Emergency Protocols and Mapping	Standardize and increase visibility; altering placement is also advise in order to accommodate patrons with wheel- chairs.	1
Back door labelled Emergency Exit Library Personnel & Archives Only at all other times	Same lettering/signage as elevator.	1
Exterior/interior clear doors should have some colour contrasted strips or markings at eyes level and lower	Lines would keep people from walking into doors. Improve visibility.	1
Can use blade signage with symbols to help direct patrons to different areas within the Library	Wall or shelf mounted signage that can label or point	1
Paint all fire Extinguisher cases/spaces in contrasting colour so that they can be quickly located	Ideally these should be placed at 1100mm accessible height as well.	3
Add signage just above door to washroom corridor indicating AED device is available this way	Refer to image in report for detail.	1
Exit Sign above Emergency Exit to patio in Program Room is too high, should be lowered	Placement of this sign is inconsistent with the rest of the Library's exit signs.	3

Washroom Facilities		
Urinal marker - for centering	Black rectangle marking indicating area of urinal for visually impaired patrons.	1
Consider installation/design for automatic doors to washrooms and staff washroom		3
Install 'Emergency Call' buttons to universal and accessible stalls		3
Check mounting heights paper towels. Lower anything higher than 1100mm above floor	Check heights of fixtures. Remove automatic dryers.	3
Round edges as possible	See about stripping corner edging, rounding corners, then applying rubber bumper edging.	2
Universalize access to stalls	Make stalls accessible to everyone.	3
Firm and immobile back support for accessible bathroom stall	Open front with cover, elongated, heavy-duty, injection molded solid plastic toilet seat, low or solid back rest.	3
Wall mount toilet roll in accessible stall	Should be mounted at knee height.	3
Fully enclosed universal stall with change table in children's area needs to be wheel chair accessible	Door needs to open with push of button.	3
Staff washroom garbage can should be relocated from under sink, knee space needed by wheelchairs	Could mark where garbage can goes with sticker to prevent misplacement.	1
Door closers should be adjusted to require only 5 pounds of pressure to open		1
Desks, Tables, and Seating		
Round all corners and recover edges	Under edges and sides of desk are sharp, this will prevent injury.	1
Distribute more seating throughout the Library, diversity of types of seating	More bucket-style less big squares.	1
At least one arm supported seat upstairs in break room	Helpful for those with back issues or assorted physical disability.	2
Maintain at least one back supported chair with armrests in children's area for breast feeding		1

Railings and other mounted safety installations/issues		
Add railing to back staircase (EXTERIOR), make stated end/start improvements, paint to contrast	Should be rails on each side, contrasting.	3
Rear exterior stairs have lip at the top when descending that is a tripping Hazard, raise the brickwork to counter this	Should see about viability of this suggestion.	3
Visible step edge markings	Back exterior stars should have colour contrasted slip resistant markings.	2
Paint railings in back stairs hallway a contrasting colour		2
Added Interior Considerations/purchases and Furnishings		
Keyboard/public computer space for visually impaired patrons	Include one computer station with 'High visibility keyboard.	1
Consider installation of variable height workstations for Public Computer patrons	Consider adding standing desk to one public computer station.	2
Consider replacing glass in display case with Anti-reflective glass.	This would greatly improve visibility for wheelchair bound patrons, and over-all impact for all patrons and visually impaired people.	3
Add audible element to the elevator, including voice description. Also add 2 graspable handrails in the elevator		3
Reception desk could be more findable with contrasting colour or changes in signage		1
Self-checkout could feature audio instructions		1
Find ways to improve communication at Circulation Desk	Investigate installation of a closed-circuit hearing system at the Circulation Desk.	1
Purchase an evacuation chair for use upstairs through rear fire exit / fire protected staircase	Valuable for moving wheel-chaired person downstairs if elevator inaccessible.	1
Install visual alarms throughout the Library, particular where a person might find themselves alone		2
Future renovations of work spaces should consider outlet and switch placement for universal accessibility	Outlets at 457MM (18") and switches at 1067MM (42").	3

- Above items have been reviewed for priority and can be reallocated as fit and as project progresses. These actions have all been synthesized from the original report, with research on each recommendation having taken place.
- Items that should be deferred should be decided, moved from this table and saved as future considerations.
- Implementation of action items should include documentation of process.
- Recommendations to improve the Plan should be developed at the Board Level prior to enactment.
- Post-board amendments and additions, order of operations should be made in consultation with the Facilities Manager and the CRD.

Evaluating

The organization will conduct a review and evaluation of the Accessibility Plan every three years.

Conclusion

The Salt Spring Island Public Library is committed to principles and activities that promote diversity, equity, inclusion, truth and reconciliation, and physical/social accessibility. The Library will undertake to meet its responsibilities under the Accessible BC Act by communicating information through a variety of ways to account for the different needs of our patrons and community members, by maintaining a welcoming and respectful environment in all our spaces, physical or virtual, upgrading public spaces that can be navigated inclusively, by delivering content in a variety of formats, through delivering programs and services that accommodate the needs of all Library patrons, by providing the appropriate accommodations for staff and volunteers to undertake their responsibilities, and maintaining feedback mechanisms for ongoing improvement in accessibility.

How to give us Feedback/Share Your Thoughts

We welcome your feedback. Please let us know what you think about your public Library's Accessibility Plan and accessibility in general. To request a copy of the plan in another format or to send us your comments or questions, please contact us at:

Telephone: 250-537-4666

Email: info@saltspringLibrary.com

Mail: Salt Spring Island Public Library, 129 McPhillips Ave, Salt Spring Island, BC, V8K 2W3

SALT SPRING ISLAND PUBLIC LIBRARY

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129 McPhillips Avenue, Salt Spring Island British Columbia Canada

CERTIFICATION LEVEL

FINAL
RATING SCORE

69%

RHF
Accessibility
Certified

SCORECARD ISSUED:

September 13, 2023

PERIOD OF CERTIFICATION:

2023-09-13 to 2028-09-13

REGISTRATION NUMBER:

RHF-926-02351

RATING SURVEY VERSION:

RHFAC Rating Survey v3.0 (November 2020)

RHFAC PROFESSIONAL:

Douglas Copley, DC Consulting

RHFAC ADJUDICATOR:

Hans Egger

1. Vehicular Access		Earned	Available
1.1	Parking	14	35
1.2	General Vehicular Access	5	10
	Innovation	0	
Total Points for Vehicular Access		19	45

2. Exterior Approach and Entrance		Earned	Available
2.1	Exterior Pathways to Facilities on Site	33	41
2.2	Exterior Ramps	N/A	N/A
2.3	Exterior Stairs	31	41
2.4	Building Entrances	53	68
	Innovation	0	
Total Points for Exterior Approach and Entrance		117	150

3. Interior Circulation		Earned	Available
3.1	Interior Doors and Doorways (not including Washrooms)	33	50
3.2	Path of Travel	13	13
3.3	Corridors and Hallways	20	25
3.4	Interior Ramps	N/A	N/A

3. Interior Circulation		Earned	Available
3.5	Elevators	52	71
3.6	Interior Stairs	35	41
3.7	Escalators and Moving Walkways	N/A	N/A
3.8	Platform Lifts	N/A	N/A
Innovation		0	
Total Points for Interior Circulation		153	200

4. Interior Services and Environment		Earned	Available
4.1	Lobby and Reception Areas	15	18
4.2	Reception Desks, Service Counters, and Self-Service Transaction Kiosks	19	37
4.3	Waiting Areas, General Seating, Meeting Rooms, and Lounges	18	31
4.4	Kitchens	28	43
4.5	Acoustic Considerations	6	7
4.6	Illumination and Building Systems	21	25
Innovation		0	
Total Points for Interior Services and Environment		107	161

5. Sanitary Facilities		Earned	Available
5.1	Washrooms	62	89
5.2	Showers	N/A	N/A
Innovation		0	
Total Points for Sanitary Facilities		62	89

6. Wayfinding and Signage		Earned	Available
6.1	General Wayfinding and Signage	28	42
6.2	Room Identification Signage	12	18
6.3	Directory Boards and Interactive Information Kiosks	N/A	N/A
Innovation		0	
Total Points for Wayfinding and Signage		40	60

7. Emergency Systems		Earned	Available
7.1	Emergency Exits and Areas of Refuge	9	23
7.2	Fire Alarm Systems and Equipment	11	22
7.3	Evacuation Instructions	12	20
Innovation		0	
Total Points for Emergency Systems		32	65

8. Additional Use of Space		Earned	Available
8.1	Workstations	14	21
8.2	Public Assembly Areas	N/A	N/A
8.3	Exhibit Spaces	N/A	N/A
8.4	Lodging and Temporary Accommodation	N/A	N/A
8.5	Outdoor Recreation Areas	N/A	N/A
8.6	Cafeterias, Restaurants and Bars	N/A	N/A
8.7	Retail Outlets	N/A	N/A
8.8	Playgrounds	N/A	N/A
8.9	Fitness Centre	N/A	N/A
8.10	Pools	N/A	N/A
8.11	Change Rooms	N/A	N/A
8.12	Mail Service	N/A	N/A
8.13	Shared Laundry Rooms	N/A	N/A
8.14	Storage Facilities and Lockers	N/A	N/A
8.15	Garbage Rooms	N/A	N/A
8.16	Viewpoints	N/A	N/A
8.17	Visitor Centre and Kiosk	N/A	N/A

8. Additional Use of Space		Earned	Available
8.18	Picnic Areas	N/A	N/A
Innovation		0	

Total Points for Additional Use of Space		14	21
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9. Residential Units		Earned	Available
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9.1	Unit Security and Entry Systems	N/A	N/A
9.2	Unit Entrance and Entrance to Outdoor Spaces	N/A	N/A
9.3	Unit Interior Doors	N/A	N/A
9.4	Unit Kitchens	N/A	N/A
9.5	Unit Hallways	N/A	N/A
9.6	Unit Interior Stairs	N/A	N/A
9.7	Unit Bedrooms and Closets	N/A	N/A
9.8	Unit Toilet Rooms	N/A	N/A
9.9	Unit Showers and Bathtubs	N/A	N/A
9.10	Unit Laundry	N/A	N/A
9.11	Unit General Requirements	N/A	N/A

Innovation		0	
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Total Points for Residential Units		0	0
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10. Trails and Pathways		Earned	Available
10.1	Trail and Pathway Features	N/A	N/A
10.2	Trail and Pathway Ramps	N/A	N/A
10.3	Trail and Pathway Stairs	N/A	N/A
10.4	Trail and Pathway Wayfinding and Signage	N/A	N/A
	Innovation	0	
	Total Points for Trails and Pathways	0	0
Total Earned Points			544
Total Available Points			791
Final Rating Score			69%
Needed for RHF Accessibility Certified			475.6
Needed for RHF Accessibility Certified Gold			633.8

Appendix B: Accessible BC Act Overview

Quick Overview of [Accessible British Columbia Act \[SBC 2021\], c. 19](#) or the ABC Act

Prepared by Andrea Davidson on June 1, 2023

- Context: Over 926,000 people in B.C. live with one or more disability
- The Act defines disability: “**disability**” means an inability to participate fully and equally in society as a result of the interaction of an impairment and a barrier” [s.1]
- The Act became law on June 17, 2021 (Except for sections 21-27 not yet in force)
- On September 1, 2022, the government passed a regulation, *Accessible British Columbia Regulation* B.C. Reg. 105/2022, that required 750+ public sector organizations, including public libraries, to do the following:
 - Establish an accessibility committee
 - Develop an accessibility plan
 - Each Accessibility Plan must consider the following 6 principles (Organizations are free to consider additional principles or values): Inclusion, Adaptability, Diversity, Collaboration, Self-Determination and Universal Design
 - Build a tool to receive feedback on accessibility
- Public libraries have one year - until September 1, 2023 - to meet these 3 requirements
- There is a [plain language summary of the Act](#) and an [FAQ for Organizations](#)
- The B.C. government has released its “[AccessibleBC: Accessibility Plan for 2022/23-2024/25](#) (50 pages)” that includes two helpful appendices.
 - Appendix 1: Summary of the B.C. government’s 5 priorities
 - Creating a Culture of Accessibility and Inclusion
 - Information and Communications
 - Buildings, Infrastructure and Public Spaces
 - Employment in the B.C. Public Service
 - Delivery of Goods and Services
 - Appendix 2: [Implementation Timeline](#)
- The Act has no deadlines – work to comply must be an ongoing priority. The government can provide organizations with education, best practices & resources as needed
- The Province will appoint a director and inspectors in the future to enforce compliance
- Consequences for failure to comply? Organizations can be fined as much as \$250,000
- Organizations and individuals can give feedback on the Act and its implementation by
 - Sending feedback via email to accessibility@gov.bc.ca
 - Submitting feedback to the [Provincial Accessibility Committee](#) the B.C. government established to develop accessibility standards
- An independent review of the Act will occur in 2027, 2032 and then every 10 years
- To find out more about Accessibility in B.C., you can visit the B.C. government [Accessibility Legislation home page](#) and/or read the [Act](#) itself [Note: the Act is current to May 10, 2023]

More reading: The [United Nations’ Declaration on the Rights of Disabled Persons](#) and a quick primer on the [difference between the social and medical models of disability](#)