

# **The Corporation of the Town of Orangeville**

## **Report to Library Board**



**To:** Chair and Members of the Board

**From:** Darla Fraser, Chief Executive Officer

**Date:** September 27, 2023

**Report #:** 23-14

**Subject:** Adoption of Town Policies for Procurement and Accessible Customer Service.

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### **Recommendation:**

**That report 23-14 Adoption of Town Policies for Procurement and Accessible Customer Service be received;**

**And that the Board adopt and continue to abide by the policies set forth by the Town of Orangeville regarding Accessible Customer Service (Appendix A) and Procurement (Appendix B).**

### **Purpose:**

To provide the Board with the opportunity to review the most current policies adopted by the Town of Orangeville and if in agreement, the Board will adopt and abide by these policies as their own.

### **Background:**

#### Accessible Customer Service

Requirements of Regulation 429/07 Accessibility Standards for Customer Services under the Accessibility for Ontarians with Disabilities Act, 2005 state that all municipal services must have a policy governing Accessible Customer Service. The regulation details much of the content of the required policy. The Town of Orangeville has created and adopted an appropriate document governing both policies and procedures for providing Accessible Customer Service.

#### Procurement

The Orangeville Public Library Board recognizes the procurement of goods and services must be undertaken in a way that complies with all applicable legislative

requirements and provides the best value for the library while balancing quality, cost, and effective and efficient processes. It is with that understanding that the recommendation to the Library Board is to adopt and abide by the Town's procurement policy.

**Financial Impact:**

If adopted, these policies will have no financial impact on the existing budget.

**Strategic Alignment:**

Direction: Soar

Objective: Strong, effective governance will guide our actions with an emphasis on fiscal accountability and environmental sustainability.

Prepared and respectfully submitted by,

Darla Fraser,  
Chief Executive Officer