## INFORMATION AND COMMUNICATIONS STANDARD POLICY

This policy is intended to meet the requirements of the *Integrated Accessibility Standards, Ontario Regulation 191/11* for the Information and Communications Standard set forth under the *Accessibility for Ontarians with Disabilities Act, 2005.* This policy applies to the provision of information and communication services and materials for people with disabilities.

PURPOSE

[Organization Name] is committed to creating, providing, and receiving information in a way that is accessible to people with disabilities. When requested by a person with a disability, [Organization Name] will provide an accessible form of communication that takes into account the specific needs of the individual. [Organization Name] is also committed to ensuring our employees are educated and trained to adhere to this policy. [Organization Name] will make all reasonable efforts to ensure that all people are treated and provided information and communication in a manner that is consistent with the principles of the AODA: Dignity, Independence, Equal Opportunity and Integration.

DEFINITIONS

Accessible Formats – Include but are not limited to large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.

Communication Supports – Include but are not limited to captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

Conversion Ready – An electronic or digital format that facilitates conversion into an acceptable format.

**General Principles**

In accordance with the *Integrated Accessibility Standards, Ontario Regulation 191/11,* this policy addresses the following:

1. General Requirements
2. Accessible Formats and Communication Supports
3. Accessible Websites and Web Content
4. Emergency Procedures, Plans or Public Safety Information
5. Education and Training Resources
6. Public Libraries
7. Feedback
8. Exceptions
9. **General Requirements**

General requirements apply to the Information and Communications, Employment and Transportation standards and are outlined as follows.

Establishment of Accessibility Policies and Plans

[Organization Name] will develop, implement and maintain policies governing how it will achieve accessibility through these requirements. [Organization Name] will include a statement of its commitment to meeting the accessibility needs of persons with disabilities in a timely manner in its policies. These documents will be made publicly available in an accessible format, upon request.

[Organization Name] will establish, implement, maintain and document a multi-year accessibility plan outlining its strategy to prevent and remove barriers and meet its requirements under the IASR. Accessibility plans will be made available in an accessible format, upon request, and will be posted on our website.

[Organization Name] will review and update its accessibility plan once every five (5) years and will establish, review and update our accessibility plans in consultation with persons with disabilities or an advisory committee. Annual status reports will be prepared that will report on the progress of the steps taken to implement the accessibility plan. This status report will be posted on our website and shall be created in an accessible format upon request.

Procuring or Acquiring Goods and Services, or Facilities

[Organization Name] will incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities. The only exception is in cases where it is impracticable to do so.

Training Requirements

[Organization Name] will provide training for its employees and volunteers regarding the IASR and the Ontario Human Rights Code as they pertain to individuals with disabilities. Training will also be provided to individuals who are responsible for developing [Organization Name] policies, and all other persons who provide goods, services or facilities on behalf of the organization.

Training will be provided to all employees as soon as possible, but no later than required. Training will be provided on an ongoing basis to new employees and as changes to our accessibility policies occur. We will maintain records of who completed the training, including the date of completion.

1. **Accessible Formats and Communication Supports**

[Organization Name] will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, upon request. Accessible formats and communication supports will be provided in a timely manner and at no additional cost to the individual. [Organization Name] will take into account the person’s accessibility needs when customizing individual requests and shall consult with the individual making the request to ensure suitability.

1. **Accessible Websites and Web Content**

[Organization Name] will ensure that our website and all web content conform to the Web Content Accessibility Guidelines (WCAG) 2.0 at Level AA, in accordance with the schedule set out in the regulation. This applies to web content on both the internet and the organization’s intranet.

1. **Emergency Procedures, Plans or Public Safety Information**

[Organization Name] will address accessibility in our emergency procedures. [Organization Name] will prepare emergency procedures, plans or public safety information, which is available to the public and will be provided in an accessible format upon request.

1. **Education and Training Resources**

Every organization that is an educational or training institution shall do the following, if notification of need is given:

* Provide educational or training resources or materials in an accessible format that takes into account the accessibility needs due to a disability of the person with a disability to whom the material is to be provided by,
  + procuring through purchase or obtaining by other means an accessible or conversion ready electronic format of educational or training resources or materials, where available, or
  + arranging for the provision of a comparable resource in an accessible or conversion ready electronic format, if educational or training resources or materials cannot be procured, obtained by other means or converted into an accessible format.
* Provide student records and information on program requirements, availability and descriptions in an accessible format to persons with disabilities.

OR: This section does not apply to [Organization Name].

1. **Public Libraries**

As [Organization Name] does not operate a public library, this section is not applicable.

1. **Feedback Process**

[Organization Name] will ensure processes are in place for receiving and responding to feedback. [Organization Name] will make these processes accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request. [Organization Name] will notify the public about the availability of these accessible formats.

1. **Exceptions**

The Information and Communications Standard does not apply to:

* Products and product labels;
* Unconvertible information or communications; or
* Information that the organization does not control either directly or indirectly through a contractual relationship.

Information is regarded as unconvertible where it is not technically feasible to convert, or the technology required to make the conversion is not readily available. In a case where it is determined information is not convertible [Organization Name] will ensure that the individual who made the request is provided with an explanation and a summary of the information.