Subject

Information and Communication Standard

Purpose

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.

All information and communication materials and services provided by the Company shall follow the principles of dignity, independence, integration and equal opportunity.

Scope

This policy shall apply to all employees, volunteers, and any third party that deals with members of the public.

Definitions

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

Communication Supports – include but 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.

Extranet Website – a controlled extension of the intranet, or internal network of an organization to outside users over the Internet.

Information – includes data, facts and knowledge that exists in any format, including text, audio, digital or images, and conveys meaning.

Internet Website – a collection of related Web pages, images, videos or other digital assets that are addressed relative to a common Uniform Resource Identifier (URI) and are accessible to the public.

Intranet Website – an organization's internal website that is used to privately and securely share any part of the organization's information or operational systems within the organization and includes extranet websites.

Kiosk – an interactive electronic terminal, including a point-of-sale device, for public use that allows users to access one or more services or products.

Support Person – in relation to a person with a disability, another person who accompanies the person with a disability in order to help with communication, mobility, personal care or medical needs or with access to goods, services or facilities.

Web Content Accessibility Guidelines – refers to the World Wide Web Consortium Recommendation, dated December 2008, entitled "Web Content Accessibility Guidelines (WCAG) 2.0."

General Requirements

General requirements that apply across all of the three standards, *Information and Communications*, *Employment* and *Transportation* are outlined as follows.

Establishment of Accessibility Policies and Plans

The Company will develop, implement and maintain policies governing how it will achieve accessibility through these requirements. The Company is responsible for including a statement of its commitment to meeting the accessibility needs of persons with disabilities in a timely manner in its policies. This will be achieved through documentation in the Company's policies and making these documents publicly available, in an accessible format upon request.

The Company 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 regulation. The Company may post its accessibility plan on their website, if any, and provide the plan in an accessible format upon request. The Company will review and update its accessibility plan once every five years. Annual status reports will be prepared to report on the progress of steps taken to implement the Company's accessibility plan. If requested, the report shall be created in an accessible format.

Procuring or Acquiring Goods and Services, or Facilities

The Company 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

The Company will provide training for its employees and volunteers regarding the IASR and the Ontario *Human Rights Code.* Training will be provided for individuals who are responsible for developing the Company's policies, and all other people who provide, goods, services or facilities on behalf of the Company.

Self-Serve Kiosks

The Company will incorporate accessibility features when designing, procuring or acquiring self-service kiosks. The Company will always be aware of the accessibility features of self-service kiosks for persons with disabilities.

Accessible Formats and Communication Supports

The Company will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner taking into account the person's accessibility needs when customizing individual requests, at no additional cost.

Accessible Websites and Web Content

All departments governed by the Company will make its web content conform to the Web Content Accessibility Guidelines (WCAG) 2.0 at Level AA by January 1, 2021. Web content includes any information which resides on an internet or intranet web site.

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 directly or indirectly through a contractual relationship. If the organization determines that information or communications are unconvertible, the organization should provide the person requesting information or communication with the following:

a. An explanation as to why the information or communications are unconvertible;

b. A summary of the unconvertible information or communications;

c. Information is regarded as *unconvertible* if it is not technically feasible to convert the information or communications; or if the technology to convert the information is not readily available.

Feedback Process

The Company will have processes in place for receiving and responding to feedback and will ensure these processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request.