



Procedure EQ - #7

Title: **ACCESSIBILITY STANDARDS: INFORMATION AND COMMUNICATION**

Adopted: April 9, 2014

Revised: November 2017, January 2020

Reviewed: April 2014, March 2016

Authority: Accessibility for Ontarians with Disabilities Act, 2005 (AODA)
Integrated Accessibility Standards, Ontario Regulation 191/11
Ontario Human Rights Code

Related: Policy PCE.001 – Accessibility Standards Policy

PURPOSE

The purpose of this procedure is to provide direction regarding processes and practices related to ensuring that people with disabilities have the same opportunity of access to services as do all others served.

The Authority is committed to meeting the accessibility needs of people with disabilities, in a timely manner, in the provision of services related to information and communications.

DEFINITIONS

Accessible formats include but are not limited to options such as large print, screen readers, braille, audio format, captioning.

Communications means the interaction between two or more persons or entities, or any combination of them, where information is provided, sent, or received.

Conversion-ready is an electronic or digital format that facilitates conversion into an accessible format.

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

PROCEDURES

1. The Principal will ensure that all staff, volunteers and others providing services and programs on behalf of the Authority have received training in the requirements of the Integrated Accessibility Standards including the Standards related to Information and Communications.

Feedback

2. The Authority will ensure that its processes for receiving and responding to feedback are accessible to persons with disabilities.
3. Upon request the Authority will provide or arrange for the provision of accessible formats and/or communication supports to facilitate feedback.
4. The Authority will notify the public about the availability of accessible formats and communications supports with regard to its feedback processes.

Procurement

5. The Principal will, wherever practicable, incorporate accessibility criteria and features when procuring or acquiring goods and services, designing new systems or planning a new initiative that are related to provision of information and communication services.

Provision Of Information And Communications In Accessible Formats

6. Upon request, the Authority will provide, or arrange for the provision of, accessible formats and communications supports for persons with disabilities to facilitate their access to the services of the Authority.
7. Accessible formats and communications supports will be provided in a timely manner that takes into account the person's accessibility needs and at a cost no greater than the regular cost charged to other persons.
8. The Authority will determine the suitability of an accessible format or communication support and, in so doing, will consult with the person making the request.
9. The Authority will notify the public, through websites, general publications and other relevant means, about the availability of accessible formats and communications supports.

Accessible Websites

10. The Authority will ensure that all new websites and web content on these sites will be AODA compliant.

11. These requirements do not include Live Captions or Pre-recorded Audio Descriptions.
12. These requirements apply to websites and web content, including web-based applications, that the Authority controls directly or controls through a contractual relationship that allows for modifications of the product.
13. Where the Authority determines that meeting these requirements is not practicable, such determination will include consideration of the availability of commercial software or tools or both.

Educational and training resources and materials

14. The Authority will, upon notification of need, 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 to whom the material is to be provided.
15. To do so, the Authority will procure through purchase or obtain by other means an accessible or conversion-ready electronic format, where available.
16. If the resources cannot be procured or converted into an accessible format the Authority will arrange for the provision of comparable resources.
17. The Authority will, upon notification of need, provide information on the requirements, availability and descriptions of programs in an accessible format to persons with disabilities.
18. The Authority will, upon notification of need, provide student records in an accessible format to persons with disabilities.

Training for Program/Classroom Staff

19. The Authority will ensure that all staff involved in program or course design, delivery and instruction will be provided with accessibility awareness training related to these responsibilities.
20. The Authority will keep a record of the training provided including the dates on which training was provided and the number of individuals to whom training was provided.

School Library

21. The Authority will strive to provide, procure or acquire an accessible or conversion ready format of print resources upon request by a person with a disability.