

Information and Communications

POLICY STATEMENT:

The Society is committed to the provision of accessible formats and communication support for persons with disabilities, upon request as soon as practicable.

The Information and Communications Policy does not apply to the following:

1. Products and product labels;
2. Unconvertible information or communications;
3. For the purposes of the Information and Communications Standard, information or communications are unconvertible if it is not technically feasible to convert the information or communications, or the technology to convert the information or communications is not readily available;
4. Information not controlled directly or indirectly through a contractual relationship, unless the contractual relationship with a third party provider allows for modification.

This policy shall be fully implemented as noted in each section.

PROCEDURES:

If the Society determines that information or communications are unconvertible, the person requesting the information or communication must be provided with:

- an explanation as to why the information or communications are unconvertible; and
- a summary of the unconvertible information or communications.

In the following areas the Society will ensure a process for receiving and responding to feedback is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communications supports, upon request. *Note: This is in addition to the Customer Service Standard Feedback Requirement;*

- To be fully implemented by January 1, 2015.

Accessible Formats and Communication Supports

- Upon request, provide, or will arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs due to disability and at a cost that is no more than the regular cost charged to other persons.
- Consult with the person making the request in determining the suitability of an accessible format or communication support.
- Notify the public about the availability of accessible formats and communication supports.
- Fully implemented this section by January 1, 2016 or by specific schedules i.e. Accessibility Plan 2014.

Emergency Procedures, Plans or Public Safety Information

- When preparing emergency procedures, plans or public safety information, that is normally made available to the public, the Society shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.
- Fully implemented this section by January 1, 2012.

Accessible Websites and Web Content

- Ensure that its Internet, including web content, conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level A except where this is impracticable.
- In determining whether meeting the requirements of this section is not practicable, may consider, among other things:
 - the availability of commercial software or tools or both, and;
 - significant impact on an implementation timeline that was planned or initiated before January 1, 2012.
- By January 1, 2014 ensure WCAG 2.0 level A and by January 1, 2021 ensure WCAG 2.0 Level AA, other than success criteria 1.2.4 Captions (Live) and success criteria 1.2.5 Audio Descriptions (Pre-Recorded).

Note: Content published on a website before January 1, 2012 is not required to be compliant with WCAG 2.0. Web content, including documents such as Word and PDFs; posted after January 1, 2012 will need to be accessible as per the regulation.

CROSS REFERENCES:

Accessibility for Ontarians with Disabilities Act, 2005
 Ontario Regulation 191/11 – Integrated Accessibility Standards
 Ontario Regulation 429-07 – Accessibility Standards for Customer Service

AODA Overarching Policy
Customer Service Policy Overarching
Integrated Accessibility Policy Overarching
Anti-Oppressive Policy
Ontario Human Rights Code
Fire Safety and General Building Evacuation Plan
The Accessibility Plan 2014

Revised Policy
Effective Date – November 10 2014