

BELLWOODS CENTRES FOR COMMUNITY LIVING INC.		
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SECTION: General	SUBJECT TITLE: Information & Communications	
ISSUED BY: Human Resources	EFFECTIVE:	February 2013
APPROVED BY: Board of Directors	REVISED:	
	REVIEWED:	November 2015

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.

All information and communications materials and services provided by Bellwoods Centres shall follow the principles of dignity, independence, integration and equal opportunity.

PURPOSE

The purpose of this policy is to confirm Bellwoods Centres' commitment to accessibility for persons with disabilities and outline the roles and responsibilities of staff and the organization in accordance with the Integrated Accessibility Standards Regulations (191/11) under the Accessibility for Ontarians with Disabilities Act (AODA) and related implementation timeline requirements.

DEFINITIONS

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

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

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.

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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.

GENERAL PRINCIPLES

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

- A. General Requirements
- B. Accessible Formats and Communication Supports
- C. Accessible Websites and Web Content
- D. Emergency Procedures, Plans or Public Safety Information
- E. Exceptions
- F. Feedback

A. 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

Bellwoods Centres will develop, implement and maintain policies governing how it will achieve accessibility through these requirements. This includes a statement of our commitment to meeting the accessibility needs of persons with disabilities in a timely manner in our policies. This will be achieved through documentation in organizational policies and making these documents publicly available, in an accessible format upon request.

Bellwoods Centres 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. Bellwoods Centres will post its accessibility plans on our website and provide the plan in an accessible format upon request. Bellwoods Centres will review and update its accessibility plan once every five years and will establish, review and update its accessibility plans in consultation with persons with disabilities or an advisory committee. Annual status reports will be prepared to report on the progress of steps taken to implement Bellwoods Centres’ accessibility plan and post this status on its website. If requested, the report shall be created in an accessible format.

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Procuring or Acquiring Goods and Services, or Facilities

Bellwoods Centres 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

Bellwoods Centres will provide training for its employees regarding the IASR and the Ontario *Human Rights Code*. Training will be provided for individuals who are responsible for developing Bellwoods Centres' policies, and all other persons who provide goods, services or facilities on behalf of Bellwoods Centres. This training is provided to each person as soon as practicable and is provided on an ongoing basis in connection with changes to the policies, practices, and procedures governing the provision of goods or services to persons with disabilities (AODA, 2005). Records of this training are retained by Human Resources as mandated by AODA legislative requirements.

B. Accessible Formats and Communication Supports

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

C. Accessible Websites and Web Content

All departments governed by Bellwoods Centres will make its web content conform to the Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA as per regulation implementation timeline requirements. Web content includes any information which resides on an internet or intranet web site.

D. Emergency Procedures, Plans or Public Safety Information

Any public emergency procedures, plans or public safety information created by Bellwoods Centres will be provided in an accessible format or with appropriate communication supports as soon as practicable, upon request.

E. 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

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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 regarding 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.

F. Feedback Process

Bellwoods Centres has 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. Bellwoods Centres will notify the public about the availability of these accessible formats.

APPLICATION

This policy covers all employees of Bellwoods Centres unless otherwise noted within the policy and provided the related rules and regulations are not inconsistent with the provisions of the employee's existing collective agreement.