CORPORATE SERVICES MANUAL

POLICY NO. CS 1.11.2	SECTION:	Corporate Services
	POLICY TITLE:	Accessibility Standard for Information and Communication

1. PURPOSE

This policy is intended to meet the requirements of the *Integrated Accessibility Standards, Ontario Regulation 191/11* for the Employment 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 ICAN shall follow the principles of dignity, independence, integration and equal opportunity.

2. SCOPE

This policy shall apply to every person who deals with members of the public or their agents on behalf of ICAN - Independence Centre and Network, whether the person is an employee, agent, volunteer or otherwise.

3. POLICY

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

4. 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.

Designated Public Sector Organization – refers to every municipality and every person or organization listed in Column 1 of Table 1 *of the Ontario Regulation 146/10* (Public Bodies and Commission Public Bodies—Definitions) made under the *Public Service of Ontario Act, 2006*.

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.

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."

5.   REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE

6.   PROCEDURE

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

ICAN will develop, implement and maintain policies governing how it will achieve accessibility through these requirements. ICAN 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 should be achieved through documentation in ICAN's policies and making these documents publicly available, in an accessible format upon request.

ICAN 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. ICAN will post its accessibility plans on their website, and provide the plan in an accessible format upon request. ICAN 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. Annual status reports will be prepared to report on the progress of steps taken to implement ICAN's accessibility plan and post this status on its website. If requested, the report shall be created in an accessible format.

Procuring or Acquiring Goods and Services, or Facilities

ICAN 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

ICAN 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 ICAN's policies, and all other persons who provide services on behalf of ICAN.

B. Accessible Formats and Communication Supports
ICAN - Independence Centre and Network 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. ICAN will take into account the person's accessibility needs when customizing individual requests.

C. Accessible Websites and Web Content
ICAN will make its web content conform to the Web Content Accessibility Guidelines (WCAG) 2.0 at Level AA. Web content includes any information which resides on an internet or intranet web site.

D. Emergency Procedures, Plans or Public Safety Information
All obligated organizations who prepare public emergency procedures, plans or public safety information are responsible for providing the information 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 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.

F. Feedback Process
Every obligated organization which has processes in place for receiving and responding to feedback must ensure these processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request. ICAN will notify the public about the availability of these accessible formats.

Timeline for Compliance

Large Designated Public Sector Organizations with 50+ Employees		
Year	**General Requirements**	**Information & Communications**
2012		▪ Emergency and public safety information s.13
2013	▪ Accessibility policies s.3 ▪ Accessibility plans s.4 ▪ Procurement or acquiring goods, services or facilities s.5 ▪ Kiosks s.6	▪ Educational and training resources and materials s.15 ▪ Training to educators s.16 ▪ Public libraries s.19
2014	▪ Training s.7	▪ Accessible formats and communication supports s.12 ▪ All new internet websites and web content on those sites must conform with WCAG 2.0 level A s.14
2015		▪ Accessible format and communication supports s.12 ▪ Producers of educational or training materials—textbooks s.17 ▪ Educational libraries—print-based resources s.18
2020		▪ Producers of educational or training material—supplementary print materials s.17 ▪ Educational libraries—multimedia/digital resources s.18
2021		▪ All internet websites and web content must conform with WCAG 2.0 level AA (excluding live captioning and audio description) s.14

7.   **ATTACHMENTS**
     None

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