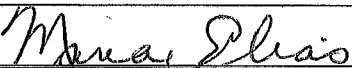


# Belmont HOUSE

<b>SUBJECT:</b>	AODA – INTEGRATED ACCESSIBILITY STANDARDS REGULATION (IASR) INFORMATION AND COMMUNICATIONS POLICY	
<b>VOLUME:</b>	VOLUME 1 – ADMINISTRATION HUMAN RESOURCES	<b>ORIGINAL DATE:</b> December 31, 2012
<b>REVIEWED BY:</b>	JOINT OCCUPATIONAL HEALTH AND SAFETY COMMITTEE	<b>REVISED DATE:</b> May 1, 2021
<b>APPROVED BY:</b>	CHIEF EXECUTIVE OFFICER	<b>PAGE :</b> Page 1 of 5
<b>SIGNATURE:</b>		

**APPLIES TO:**  
All employees.

**PREAMBLE:**

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 communications services and materials for people with disabilities.

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

**POLICY:**

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

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

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## **A. General Requirements**

General requirements that apply across all of the four (4) standards, Information and Communications, Employment, Transportation and Design of Public Spaces, are outlined as follows.

### Establishment of Accessibility Policies and Plans

Belmont House will develop, implement and maintain policies governing how it will achieve accessibility through these requirements.

Belmont House will include a statement of its commitment to meeting the accessibility needs of persons with disabilities in a timely manner in its policies. These documents will be made publicly available in an accessible format upon request.

Belmont House will establish, implement, maintain and document a multi-year accessibility plan outlining its strategy to prevent and remove barriers and meets its requirements under the IASR. Accessibility plans will be made available in an accessible format, upon request and will be posted on Belmont's website.

Belmont House will review and update its accessibility plan once every five (5) years and will establish, review and update our accessibility plans in consultation with persons with disabilities or an advisory committee. Annual status reports will be prepared that will report on the progress of the steps taken to implement Belmont House' accessibility plan. This status report will be posted where appropriate externally. If requested, the report shall be created in an accessible format.

### Procuring or Acquiring Goods and Services, or Facilities

Belmont House 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

Belmont House will provide training for its employees and volunteers regarding the IASR and the Ontario Human Rights Code as they pertain to individuals with disabilities. Training will also be provided to individuals who are responsible for developing Belmont House's policies, and all other persons who provide goods, services or facilities on behalf of Belmont House.

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Training will be provided as soon as is reasonably practicable, but no later than (Insert Compliance Deadline). Training will be provided on an ongoing basis to new employees and as changes to Belmont House's accessibility policies occur.

## Records

Belmont House will maintain records on training provided in the Human Resources Department.

## Self-Service Kiosks

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

Kiosks that cannot be modified will contain instructions/alternate methods to access the service posted in the area of the kiosk.

## **B. Feedback Process**

Belmont House will ensure that all feedback processes (internal and external) are made accessible to clients/customers or employees upon request.

In accordance with the Accessibility Standards for Customer Service, Ontario Regulation 429/07, Belmont House will make the availability of accessible feedback formats publicly known.

## **C. Accessible Formats and Communication Supports**

Unless deemed unconvertible, Belmont House will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, upon request. Accessible formats and communication supports will be provided in a timely manner and at no additional cost to the individual. ,

Belmont House will take into account the person's accessibility needs when customizing individual requests and shall consult with the individual making the request to ensure suitability.

Belmont House will make the availability of accessible formats and communication supports publicly known.

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## **D. Emergency Procedures, Plans or Public Safety Information**

Belmont House will ensure that all publicly available safety and emergency information is provided in an accessible format or with appropriate communication supports upon request.

## **E. Accessible Website and Web Content**

Belmont House will ensure that our website and all web content published after January 1, 2012 conform to the Web Content Accessibility Guidelines (WCAG) 2.0 in accordance with the schedule set out in the IASR.

## **F. Education and Training Resources and Materials**

Upon request, Belmont House shall provide or arrange for the provision of training resources and material in an accessible format to students with disabilities

- Training resources and material
- Student records
- Program information

### **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 either directly or indirectly through a contractual relationship.

### Unconvertible Information or Communications

If it is determined, in consultation with the requesting party, that information or communications are unconvertible, Belmont House will ensure that the individual who made the request is provided with an explanation and a summary of the information.

Belmont House will classify information or communications as unconvertible where:

- It is not technically practicable to convert; or
- The technology required to make the conversion is not readily available.

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## PROCEDURE:

This policy will be reviewed regularly to ensure that it is reflective of Belmont House's current practices and legislative requirements.

## 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.

Kiosk – An interactive electronic terminal, including a point-of-sale device, for public use that allows users to access one (1) or more services or products.

## REFERENCES:

Accessibility for Ontarians with Disabilities Act, 2005.  
Integrated Accessibility Standards, Ontario Regulation 191/11  
Ontario Human Rights Code  
Ontario Employment Standards Act

## CROSS-REFERENCE:

AODA Program (Belmont House)
Contractor Policy
Performance Management Policy
Recruitment Policy