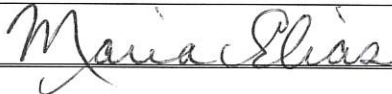


Belmont HOUSE

SUBJECT:	AODA – Integrated Accessibility Standards Regulation (IASR) Information And Communications		
VOLUME:	VOLUME 1 – ADMINISTRATION HUMAN RESOURCES	ORIGINAL DATE:	December 31, 2012
REVIEWED BY:	JOINT OCCUPATIONAL HEALTH AND SAFETY COMMITTEE	REVISED DATE:	June 14, 2024
APPROVED BY:	CHIEF EXECUTIVE OFFICER	PAGE : Page 1 of 7	
SIGNATURE:			

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

Belmont HOUSE

Policy Title:	AODA – Integrated Accessibility Standards Regulation (IASR) Information And Communications
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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

The Joint Occupational Health & Safety Committee (JHSC) led by the Human Resources Department is responsible for the Accessibility for Ontarians with Disabilities Act (AODA) program. The Chief Executive Officer (CEO) will approve and sign off on the plan and associated policies.

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 at least 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.

Belmont HOUSE

Policy Title:	AODA – Integrated Accessibility Standards Regulation (IASR) Information And Communications
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Training Requirements

Belmont House will provide training for its employees, volunteers and students regarding the IASR and the Ontario Human Rights Code as they pertain to individuals with disabilities.

Training will be provided to:

- a) All employees, volunteers, students, agents and/or contractors who deal with the public or other third parties that act on behalf of Belmont House.
- b) Training will also be provided to individuals who are responsible for developing, reviewing and maintaining Belmont House's policies (Joint Occupational Health & Safety Committee and HR), and all other persons who provide goods, services or facilities on behalf of Belmont House.
- c) Front Desk will be provided specific training on customer service as they have responsibilities dealing with the public regarding feedback, requests for alternate formats, making signs for elevators out of service (posting alternate arrangements to access services), allowing guide dogs in the building and obtaining devices for those that need additional assistance when arriving for a visit.
- d) Tuck Shop volunteers will also be given additional training on AODA to ensure customers are served appropriately in a manner that respects their disabilities.

Training Schedule:

Belmont House will provide training as soon as practicable. Specifically for staff, volunteers and students, this will be their first day at Belmont House as part of their orientation as they deal with the public.

Records

Training records will be kept by the Human Resources Department and retained as per legal requirements.

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.

Belmont HOUSE

Policy Title:	AODA – Integrated Accessibility Standards Regulation (IASR) Information And Communications
------------------	---

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.

Please note the following:

Accessible formats can include large print, digital files, audio but other formats can be arranged upon request.

Communication supports includes:

- 1> Speech Reader (a staff member can assist based on the needs of the person who may need to lip read).
- 2> Magnify Reading Machines available onsite in the library and family resource center (increases the size of font to the reader's preference).

Belmont HOUSE

Policy Title:	AODA – Integrated Accessibility Standards Regulation (IASR) Information And Communications
------------------	---

- 3> Pocket Talkers available onsite (assistive listening device for those slightly hearing impaired).
- 4> Adjustable volume on Telephones available onsite (volume can be increased/decreased to the user's preference).
- 5> Texting – those that wish to communicate in writing can do so if they consume information easier in writing vs verbal. This could be used instead of conversations or phone calls where the person may be hard of hearing and prefers to communicate in real time via writing.
- 6> Emails – those that wish to communicate in writing may prefer an email where they can take their time to read all information and think about a response before composing/sending their communication. This would be instead of texting as not everyone has access to a phone and others may prefer not to text as this could cause anxiety or stress on the person to respond immediately on the spot.
- 7> Volunteer Support Person – for those that are verbal and have difficulty communicating and/or nonverbal, a volunteer can be arranged in advance to assist in facilitating proper communication. This can include assisting someone nonverbal that may be using a communication device to communicate with others (example Proloquo2Go App for IPADs)

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

Belmont HOUSE

Policy Title:	AODA – Integrated Accessibility Standards Regulation (IASR) Information And Communications
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- 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.

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.

Belmont HOUSE

Policy Title:	AODA – Integrated Accessibility Standards Regulation (IASR) Information And Communications
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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.
- AODA Belmont House Program
- Integrated Accessibility Standards, Ontario Regulation 191/11
- Ontario Employment Standards Act, 2000 (ESA)
- Ontario Human Rights Code

CROSS-REFERENCE:

AODA - Integrated Accessibility Standards Regulation (IASR) Employment Policy
AODA - Integrated Accessibility Standards Regulation (IASR) Information and Communications Policy
AODA - Multi-Year Plan & Policies Policy
Contractor Policy
Human Rights Policy
Performance Management Policy
Recruitment Policy

