



SUBJECT: INTEGRATED ACCESSIBILITY STANDARDS REGULATION – INFORMATION & COMMUNICATIONS STANDARD POLICY	
VOLUME: HUMAN RESOURCES	EFFECTIVE: 01 JANUARY 2015
REVIEWED BY:	REVISION DATE:
APPROVED BY: EXECUTIVE DIRECTOR	PAGE: 1 OF 6

Intent

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 accessible employment services for people with disabilities.

All employment services provided by Company Name shall follow the principles of dignity, independence, integration and equal opportunity.

Definitions

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

Communication Supports – include but 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 *Ontario Regulation 146/10 (Public Bodies and Commission Public Bodies—Definitions)* made under the *Public Service of Ontario Act, 2006*.

Educational or Training Institution – is and institution governed by the *Education Act* or the *Private Career Colleges Act, 2005*; offers all or part of a post-secondary program leading to a degree pursuant to a consent granted under the *Post-secondary Education Choice and Excellence Act, 2005*; a designated public sector organization (defined in the regulation); a public or private organization that provides course or programs or both, that result in the acquisition by students of a diploma or certificate named by the Minister of Education as defined in the *Education Act*.

Educator – is an employee who is involved in a program or course design, delivery and instruction, including staff of school boards.

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.

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Intranet Website – an organization’s internal website that is used to privately and securely share any part of the organizations’ information or operational systems within the organization and includes extranet websites.

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

School Board – a board as defined in subsection 1 (1) of the *Education Act*.

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.

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. Education and Training Resources
- E. Public Libraries
- F. Emergency Procedures, Plans or Public Safety Information
- G. Exceptions
- H. 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

Craigwiel Gardens will develop, implement and maintain policies governing how it will achieve accessibility through these requirements. Craigwiel Gardens 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 Craigwiel Garden’s policies and making these documents publicly available, in an accessible format upon request.

Craigwiel Gardens 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. Craigwiel Gardens will post its accessibility plans on their website, if any, and

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provide the plan in an accessible format upon request. Craigwiell Gardens 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 Craigwiell Garden’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

Craigwiell Gardens 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

Craigwiell Gardens 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 Company Name’s policies, and all other persons who provide, goods, services or facilities on behalf of Craigwiell Gardens.

Self-Serve Kiosks

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

Exemption from Filing Accessibility Reports

Small organizations are exempt from filing accessibility reports if it is consistent with a phased approach to implementing the regulations set forth in the IASR, allowing the organization to focus their efforts and resources on complying with the accessibility standards.

B. Accessible Formats and Communication Supports

Craigwiell Gardens will provide or arrange for the provision of accesssibel formats and communication supports for personal with disabilities in a timely manner and at no additional cost to the individual. Craigwiell Gardens will take in to account the person’s accessibility needs when customizing individual requests.

C. Accessible Websites and Web Content

All departments governed by Craigwiell Gardens will make its web content conform to the Web Content Accessibility Guideline (WCAG) 2.0 at Level AA. Web content includes any information which resides on an internaet or intranet web site.

D. Education and Training Resources

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Craigwiel Gardens will ensure that educational or training institutions (as defined in the regulation) provide training materials and learning courses in accessible formats. These accessible formats must take into account the needs of students with disabilities. Student records and program information such as course requirements, descriptions and availability must be made available in accessible formats, upon request.

Craigwiel Gardens will ensure that school boards provide educators with accessibility awareness training related to accessible program or course delivery and instruction. Craigwiel Gardens will keep a record of the training provided, including the dates on which the training was given, and the number of individuals to whom it was provided

Organizations that publish training materials for educational institutions (as defined in the regulation) must provide textbooks or other documents in accessible, or conversion-ready formats, and make them available to the education and training institutions they work with.

E. Public Libraries

Craigwiel Gardens will ensure that public libraries (as defined in the regulation) and libraries within educational or training institutions will provide accessible or conversion-ready materials within their collections for individuals with disabilities. These types of materials may include any print materials, digital or multimedia resources, or specific materials for a person with a disability, upon request.

F. 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.

G. 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 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.

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Timeline for Compliance

Large Designated Public Sector Organizations with 50+ Employees		
Year	General Requirements	Information & Communications
2012		<ul style="list-style-type: none"> Emergency and public safety information s.13
2013	<ul style="list-style-type: none"> Accessibility policies s.3 Accessibility plans s.4 Procurement or acquiring goods, services or facilities s.5 Kiosks s.6 	<ul style="list-style-type: none"> Educational and training resources and materials s. 15 Training to educators s.16 Public libraries s.19
2014	<ul style="list-style-type: none"> Training s.7 	<ul style="list-style-type: none"> 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		<ul style="list-style-type: none"> Accessible format and communication supports s.12 Producers of educational or training materials-textbookd s.17 Educational libraries – print-based resources s.18
2020		<ul style="list-style-type: none"> Producers of educational or training material – supplementary print materials s.17 Educational libraries – multimedia/digital resources s.18
2021		<ul style="list-style-type: none"> All internet websites and web content must conform with WCAG 2.0 Level AA (excluding live captioning and audio description) s. 14

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Administration

If you have any questions or concerns about this policy or its related procedures please contact:

- Sarah Tutti, Executive Director
- 519-293-3215 Extension 222
- 221 Main Street, Ailsa Craig ON, N0M 1A0
- stutti@craigwieligardens.on.ca
- www.craigwieligardens.on.ca

This policy and its related procedures will be reviewed as required in the event of legislative changes.

Acknowledgement & Agreement

I, (Employee Name), acknowledge that I have read and understand the AODA Integrated Accessibility Standards Regulation Policy, Employment Standard of Craigwieligardens. Further, I agree to adhere to this policy and will ensure that employees working under my direction adhere to these guiding principles. I understand that if I violate this policy, I may face corrective action, up to and including termination of employment.

Name: _____

Signature: _____

Date: _____

Witness: _____

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Referenced Documents

- Accessibility for Ontarians with Disabilities Act, 2005
http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_05a11_e.htm#BK19
- Integrated Accessibility Standards, Ontario Regulation 191/11
http://www.elaws.gov.on.ca/html/source/regs/english/2011/elaws_src_regs_r11191_e.htm#BK0
- Ministry of Community and Social Services, *Making Ontario Accessible* (Access ON)
<http://www.mcass.gov.on.ca/en/mcass/programs/accessibility/index.aspx>
- Ontario Human Rights Code, 1990
http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_90h19_e.htm
- WWW Consortium Web Content Accessibility Guidelines 2.0
<http://www.w3.org/WAI/intro/wcag>

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