

Section: 200 Employment	Effective Date: December 2015
HR Policy Number: 213	Replacing Policy Dated:
Subject: Integrated Accessibility Standards Regulation – Information and Communications Standard	Page: 1 of 4

Accessibility for Ontarians with Disabilities (AODA)

212: Integrated Accessibility Standards Regulation (IASR) – Information and Communications Standard

Purpose:

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 Associated Youth Services of Peel shall follow the principles of dignity, independence, integration and equal opportunity.

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.

General Principles

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

- ✓ [General Requirements](#)
- ✓ [Feedback Process](#)
- ✓ [Accessible Formats and Communication Supports](#)
- ✓ [Emergency Procedures, Plans or Public Safety Information](#)
- ✓ [Accessible Websites and Web Content](#)
- ✓ [Exceptions](#)
- ✓ [Review](#)

Section: 200 Employment	Effective Date: December 2015
HR Policy Number: 213	Replacing Policy Dated:
Subject: Integrated Accessibility Standards Regulation – Information and Communications Standard	Page: 2 of 4

General Requirements

Establishment of Accessibility Policies and Plans

Associated Youth Services of Peel will develop, implement and maintain policies governing how it will achieve accessibility through these requirements.

AYSP 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.

AYSP 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. AYSP will review and update its accessibility plan when legislatively required but no later than once every five (5) years. Accessibility plans will be made available in an accessible format, upon request.

Procuring or Acquiring Goods and Services, or Facilities

Associated Youth Services of Peel 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

Associated Youth Services of Peel 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 be provided in mandatory new employee orientation sessions or through online training as soon as practicable, after beginning work for AYSP.

Training will be provided on an ongoing basis to employees and volunteers, as changes to AYSP's accessibility policies occur.

Employee training records, including the dates when the training was provided together with certificates of completion, shall be kept by Human Resources.

Feedback Process

Associated Youth Services of Peel will ensure that all feedback processes (Client and/or Agency Satisfaction Questionnaires, staff surveys, etc.) are made accessible to clients or employees, upon request.

Section: 200 Employment	Effective Date: December 2015
HR Policy Number: 213	Replacing Policy Dated:
Subject: Integrated Accessibility Standards Regulation – Information and Communications Standard	Page: 3 of 4

In accordance with the [Accessibility Standards for Customer Service, Ontario Regulation 429/07](#), AYSP will make the availability of accessible feedback formats publicly known.

Accessible Formats and Communication Supports

Unless deemed [unconvertible](#), Associated Youth Services of Peel 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.

Associated Youth Services of Peel 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.

Associated Youth Services of Peel will make the availability of accessible formats and communication supports publicly known.

Accessible Websites and Web Content

AYSP will ensure that the Organization’s 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.

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, Associated Youth Services of Peel will ensure that the individual who made the request is provided with an explanation and a summary of the information.

Section: 200 Employment	Effective Date: December 2015
HR Policy Number: 213	Replacing Policy Dated:
Subject: Integrated Accessibility Standards Regulation – Information and Communications Standard	Page: 4 of 4

Associated Youth Services of Peel 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.

Review

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