Weeneebayko Area Health Authority Δσνό Δυροβρ Γολιργολ Σριολοδον	Administrative Policy ACC-024	
Category/Dept.:	Title:	
Administration – Accessibility	Accessibility: Information and Communications	
Approved by: Senior Management Team	New Start Date: April 1, 2016	Number of Pages: 3

POLICY STATEMENT:

In accordance with the requirements under the <u>Integrated Accessibility Standards</u>, <u>Ontario Regulation 191/11</u> for Information and Communications Standard set forth under the <u>Accessibility for Ontarians with Disabilities Act</u>, <u>2005</u>; all information and communication materials and services provided by the Weeneebayko Area Health Authority shall follow the principles of dignity, independence, integration and equal opportunity.

Definitions:

<u>Accessible Formats-include</u> but are not limited to large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.

<u>Communication Supports</u> – include but are not limited to captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

General Principles:

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

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

Weeneebayko Area Health Authority will develop, implement and maintain policies governing how it will achieve accessibility through these requirements.

Weeneebayko Area Health Authority 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.

Weeneebayko Area Health Authority will establish, implement, maintain and document a multiyear accessibility plan outlining its strategy to prevent and remove barriers and meet its requirements under the IASR. Accessibility plans will be made available in an accessible format, upon request, and will be posted on our website.

Weeneebayko Area Health Authority 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 Weeneebayko Area Health Authority's accessibility plan. This status report will be posted on our website. If requested, the report shall be created in an accessible format.

Procuring or Acquiring Goods and Services, or Facilities

Weeneebayko Area Health Authority 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

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

Training will be provided on an ongoing basis to all employees and as changes to Weeneebayko Area Health Authority's accessibility policies occur.

Records

Weeneebayko Area Health Authority will maintain records on the training provided, when it was provided and the number of employees that were trained.

B. Feedback Process

Weeneebayko Area Health Authority will ensure that all feedback processes (both internal and external) are made accessible to clients/customers or employees, upon request. In accordance with the <u>Accessibility Standards for Customer Service</u>, <u>Ontario Regulation 429/07</u>, Weeneebayko Area Health Authority will make the availability of accessible feedback formats publicly known.

C. Accessible Formats and Communication Supports

Unless deemed unconvertible, Weeneebayko Area Health Authority 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.

Weeneebayko Area Health Authority 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.

Weeneebayko Area Health Authority will make the availability of accessible formats and communication supports publicly known.

D. Emergency Procedures, Plans or Public Safety Information

Weeneebayko Area Health Authority will ensure that all publicly available safety and emergency information (e.g. evacuation procedures, floor plans etc.) is provided in an accessible format or with appropriate communication supports, upon request.

E. Accessible Websites and Web Content

Weeneebayko Area Health Authority will ensure that our website, and where applicable web content, conforms to the Web Content Accessibility Guidelines (WCAG) as outlined in the IASR, and will refer to the legislation for specific compliance deadlines and requirements. Accessible formats will take into account the needs of the individual to whom the material is being provided.

Review

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

Original Date:	Review dates:	Revised Date:
April 1, 2016	April 1, 2017	