



AODA – Integrated Accessibility Standards Regulation (IASR) Information and Communications Policy

This document will be provided in alternate formats upon request

Intent

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 Town of Ingersoll 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.

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.

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](#)

[F. Exceptions](#)

[G. Review](#)

A. General Requirements

General requirements that apply across all of the five (5) standards (information and communication, employment, transportation, design of public spaces, and customer service) are outlined as follows.

Establishment of Accessibility Policies and Plans

The Town of Ingersoll will develop, implement and maintain policies governing how it will achieve accessibility through these requirements.

The Town of Ingersoll 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.



The Town will establish, implement, maintain and document a multi-year accessibility plan outlining its strategy to prevent and remove barriers and to meet its requirements under the IASR.

The Town 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 Town of Ingersoll's accessibility plan. If requested, the report shall be created in an accessible format.

Procuring or Acquiring Goods and Services, or Facilities

The Town 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

The Town of Ingersoll 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 Town of Ingersoll's policies, and all other persons who provide goods, services or facilities on behalf of Town of Ingersoll.

Training will be provided as soon as is reasonably practicable, but no later than one month following the employee's commencement of work with the Town. Training will be provided on an ongoing basis to new employees and as changes to Town of Ingersoll's accessibility policies occur.

Records

Training will generally be provided through the Town's online training provider and will be tracked for completion through the same. Records of training will be maintained through the online training system and will include the date(s) of training.

Training provided in an alternate format will also be recorded and will include an overview of the content, the date the training was delivered and the number of employees that were trained.

Training will be provided in alternate formats upon request, and that take into consideration the requesting individual's disability.

B. Feedback Process

Town of Ingersoll will ensure that all feedback processes (both internal and external) are made accessible to clients/customers or employees, upon request.

In accordance with the customer service standards, Town of Ingersoll will make known the availability of accessible feedback formats. For further details on the Town's feedback process, please refer to the Town of Ingersoll's Accessible Customer Service Policy.

C. Accessible Formats and Communication Supports

Unless deemed unconvertible, the Town 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.

The Town 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.

The Town will make the availability of accessible formats and communication supports publicly known.

D. Emergency Procedures, Plans or Public Safety Information

The Town of Ingersoll 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

The Town of Ingersoll will ensure that its 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.

F. 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, Town of Ingersoll will ensure that the individual who made the request is provided with an explanation and a summary of the information.

Town of Ingersoll 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.

G. Review

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