

**SECTION: HUMAN RESOURCES**  
**NUMBER/TOPIC: HR 2 – EMPLOYMENT STANDARDS**  
**POLICY TITLE: HR 2.17 –ACCESSIBILITY FOR ONTARIANS WITH  
DISABILITIES (AODA) - INTEGRATEDACCESSIBILITY  
STANDARDS REGULATION – INFORMATION AND  
COMMUNICATION STANDARD**

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## **POLICY STATEMENT**

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 AODA. This policy applies to the provision of information and communication services and materials for people with disabilities.

All information and communications materials and services provided by ESS shall follow the principles of dignity, independence, integration, and equal opportunity.

## SCOPE

This policy shall apply to every person who deals with members of the public or their agents on behalf of ESS, whether the person is an employee, agent, volunteer, or otherwise.

## 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.

***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.

***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.”

## **PROCEDURES**

### **A. ACCESSIBLE FORMATS AND COMMUNICATION SUPPORTS**

ESS will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner and at no additional cost to the individual. ESS will take into account the person's accessibility needs when customizing individual requests.

ESS will notify the public about the availability of accessible formats and communication supports.

### **B. ACCESSIBLE WEBSITES AND WEB CONTENT**

ESS will make its web content conform to the Web Content Accessibility Guidelines (WCAG) 2.0 at Level AA. Web content includes any information which resides on an internet or intranet web site.

### **C. EMERGENCY PROCEDURES, PLANS, OR PUBLIC SAFETY INFORMATION**

ESS will ensure that its' emergency procedures, plans, or public safety information is available in an accessible format or with appropriate communication supports as soon as practicable, upon request.

### **D. EXCEPTIONS**

The Information and Communications Standard does not apply to products and product labels; unconvertible information or communications; or information that the Agency does not control directly or indirectly through a contractual relationship. Information is regarded 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. If ESS determines that information or communications are unconvertible, the Agency will provide the person requesting information or communication with the following:

- a. An explanation as to why the information or communications are unconvertible; and
- b. A summary of the unconvertible information or communications.

### **E. FEEDBACK PROCESS**

ESS will ensure that its' procedures for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request. ESS will notify the public about the availability of these accessible formats.

## **CONTACT**

If you have any questions or concerns about this policy or its related procedures, please contact the Director of Quality and Project Management.