

COMMUNITY LIVING BRANT
POLICY AND PROCEDURE MANUAL

SUBJECT: Integrated Accessibility Standards	POLICY NO.: 1.6 PAGE 1 of 3
FILE UNDER SECTION: 1	REVISION DATE: December 2013 APPROVAL DATE: December 2013

PURPOSE

The Integrated Accessibility Standards (Ontario Regulation 191/11) under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) establishes standards to address barriers that persons with disabilities face in the areas of information and communications, employment, and transportation. The requirements under these standards are not a replacement or substitution for the requirements of the Ontario Human Rights Code.

POLICY

Community Living Brant supports the principles of and is committed to conforming to all aspects of the AODA and the Ontario Human Rights Code and strives to ensure the provision of barrier free services, supports, and employment. Where it is not possible to remove a barrier, Community Living Brant will make efforts to accommodate people with disabilities in a timely, effective, and suitable manner.

SCOPE:

This policy applies to all Community Living Brant employees and volunteers.

DEFINITIONS

Barrier:

- anything that prevents a person with a disability from fully participating in one or more aspects of society, including a physical barrier, architectural barrier, information or communication barrier, attitudinal barrier, technology barrier, policy or practice.

Communication Supports:

- May include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language, and other supports that facilitate effective communication.

Accessible Formats:

- May include, but are not limited to, large print, recorded audio and electronic formats, Braille, and other formats used by persons with disabilities.

COMMUNITY LIVING BRANT
POLICY AND PROCEDURE MANUAL

SUBJECT: Integrated Accessibility Standards	POLICY NO.: 1.6 PAGE 2 of 3
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Feedback:

- Any comments, compliments, suggestions, or complaints provided to Community Living Brant.

Disability:

- Disabilities may differ in severity and/or visibility, and may be permanent or temporary, or have effects that may come and go.

PROCEDURES

1.0 Accessibility Policies

Through this policy and related accessibility policies, Community Living Brant confirms its commitment to meeting the needs of people with disabilities.

Community Living Brant will make these documents publicly available in an accessible format upon request.

2.0 Accessibility Plan

2.1 Community Living Brant will maintain a multi-year Accessibility Plan and review and update it once every five years.

2.2 Community Living Brant will post the plan on its website and provide it in an accessible format upon request.

2.3 Should additional barriers be identified, they will be added to the plan.

3.0 Training

Community Living Brant will provide training to all employees and volunteers on the requirements of the Accessibility Standards and on the Ontario Human Rights Code as it pertains to people with disabilities.

4.0 Information and Communications

4.1 Feedback:

Community Living Brant will ensure that its processes for receiving and responding to feedback are accessible to persons with disabilities and will notify the public about the availability of accessible formats and communication supports.

COMMUNITY LIVING BRANT
POLICY AND PROCEDURE MANUAL

SUBJECT: Integrated Accessibility Standards	POLICY NO.: 1.6 PAGE 3 of 3
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4.2 Accessible Formats and Communication Supports:

Community Living Brant shall provide or arrange for accessible formats and communication supports for people with disabilities in a timely manner that takes into account each person's accessibility needs.

Community Living Brant will consult with the person making the request to determine the suitability of an accessible format or communication support.

Communication support will be provided at a cost that is no more than the regular cost charged to other people.

4.3 Accessible Websites and Web Content:

Community Living Brant will make its internet websites and web content conform to World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA, except where not practicable to do so.

5.0 Procurement:

Community Living Brant shall incorporate accessibility features and/or criteria, where applicable, in its procurement policies and procedures.

6.0 Employment

Community Living Brant's Policies and Procedures are intended to build an inclusive and accessible work environment free from discrimination and harassment.

7.0 Confidentiality of Information

Personal information concerning a person's disability cannot be released without the consent of the person and must be managed in a manner that is consistent with the Freedom of Information Guidelines, Personal Information Protection Guidelines, and Community Living Brant Policies and Procedures. Where the accommodation process requires the release of confidential information to a third party, that party shall ensure that confidentiality is protected, that the information is kept in a secure location, and that the information is used solely for the purpose that the release was intended.