

ST. LEONARD'S COMMUNITY SERVICES

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REGULATIONS

3-63 ACCESSIBILITY STANDARDS: INFORMATION AND COMMUNICATIONS **Approved October 26, 2017**

POLICY

The Agency will meet the requirements of the *Integrated Accessibility Standards, Ontario Regulation 191/11* (“IASR”) for the Information and Communications Standard set forth under the *Accessibility for Ontarians with Disabilities Act, 2005* (“AODA”). 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 St. Leonard's Community Services shall follow the principles of dignity, independence, integration and equal opportunity.

PROCEDURE

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 or more services or products.

Accessible Formats and Communication Supports

Unless deemed unconvertible, St. Leonard's Community Services 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.

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

The Agency, where possible, will apply consistent fonts and graphics to its documents to assist persons with disabilities. These include the Clear Print Accessibility Guidelines recommended by the Canadian National Institute for the Blind (CNIB) as follows:

- Use high-contrast colours for text and background (e.g. black or dark blue on a white or yellow background)
- Printed material is most readable in black and white. If using coloured text, it will be restricted to titles, headlines or highlighted material.
- Font point size will be between 12 and 18 points depending on the font.
- Leading space between lines of text will be at least 25 – 30 per cent of the point size.
- The Agency will use Calibri font to avoid complicated and decorative fonts which are difficult to read.
- Italics or upper case letters are not recommended; when emphasizing a word or passage, use a bold or heavy font.
- Where applicable, the Agency will separate text into columns to make it easier to read. In addition, flat pages work best for vision aids such as magnifiers.
- For brochures, the Agency will use a matte or non-glossy finish to cut down on glare. The Agency will not use watermarks or complicated background designs.

Refer to Marketing Appendix 4 Graphics Standards Manual for additional information.

Accessible Websites and Web Content

The Agency 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.

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.

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Unconvertible Information or Communications

If it is determined, in consultation with the requesting party, that information or communications are unconvertible, the Agency will ensure that the individual who made the request is provided with an explanation and a summary of the information.

The Agency 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 the Agency's current practices as well as legislative requirements.