

STATEMENT of POLICY and PROCEDURE			
Manual:	Accessibility Standards	SPP No.	AS 4.02
Section:	Standard for Information and Communications	Issued/re-issued:	Dec. 4, 2017
Subject:	Accessible formats and communication supports	Effective:	Sept. 15, 2013
Issue to:	All Manual Holders	Page:	1 of 6
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Issued by:		Dated:	Dec. 4, 2016

1 POLICY

- 1.01 Ontario Regulation 191/11, Integrated Accessibility Standards Regulation (Integrated Regulation) establishes accessibility standards for information and communications including the requirement to provide information and communication in an accessible format and with communication support if required.
- 1.02 Upon request, First Reference will provide or will arrange for the provision of information and communication in an accessible format and with communication support (if needed) for persons with disabilities in a timely manner that takes into account the person's accessibility needs due to his or her disability.
- 1.03 First Reference will consult with the person making the request to determine the suitability of an accessible format or a communication support.
- 1.04 First Reference will notify the public about the availability of obtaining information and communication in an accessible format and with communication support if needed.
- 1.05 First Reference has established procedures relating to obtaining information and communication in accessible formats and with communication support for persons with disabilities. **First Reference** has also established procedures relating to notification procedures for the public about the availability of information and communication in an accessible format and with communication support.

2 PURPOSE

- 2.01 The purpose of this Statement of Policy and Procedures is to address how, in a timely manner, First Reference will ensure all information and methods of communication to and from a person will be designed to be

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accessible to Ontarians with disabilities.

3 SCOPE

3.01 This policy applies to First Reference's:

- Customers
- Employees
- Volunteers
- Contractors and subcontractors engaged by First Reference

4 RESPONSIBILITY

4.01 Managers, immediate supervisors and department heads are responsible for ensuring that all employees follow the guidelines set out in this policy.

4.02 Each manager, immediate supervisor and department head is responsible to ensure all employees are trained under the Accessibility Regulations and Standards under the AODA, the **Human Rights Code** and this policy.

4.03 All employees, volunteers, contractors and subcontractors, any other person acting on behalf of First Reference and persons involved in the creation of First Reference's policies are responsible for adhering to and following the commitments set out in this policy.

5 DEFINITIONS

5.01 "**Accessible formats**" may include, but are not limited to, large print, recorded audio and electronic formats, Braille and other formats usable by persons with disabilities.

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- 5.02 **“Accessible information and communications”** means considering accessibility and all ability levels when planning information and communications, and giving people adequate time to process and reply to information provided.
- 5.03 **“Accommodation”** means the special arrangements made or assistance provided so that persons with disabilities can participate in the experiences available to persons without disabilities. Accommodation will vary depending on the person's unique needs.
- 5.04 **“Communication supports”** may include, but are not limited to, captioning, alternative and augmentative communication, plain language, sign language and other supports that facilitate effective communications.
- 5.05 **“Communications”** means the interaction between two or more persons or entities, or any combination of them, where information is provided, sent or received.
- 5.06 **“Dignity”** means that service is provided in a way that allows the individual to maintain self-respect and the respect of other persons.
- 5.07 **“Equal opportunity”** means that service is provided to individuals in such a way that they have an opportunity to access goods or services equal to that given to others.
- 5.08 **“Extranet website”** means a controlled extension of the intranet, or internal network of an organization to outside users over the Internet.
- 5.09 **“Independence”** means when a person is able to do things on their own without unnecessary help or interference from others.
- 5.10 **“Information”** includes data, facts and knowledge that exist in any format, including text, audio, digital or images, and that conveys

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meaning.

- 5.11 **“Integration”** means that service is provided in a way that allows the individual to benefit from equivalent services, in the same place, and in the same or similar way as other individuals, unless an alternative measure is necessary to enable the individual to access goods or services.
- 5.12 **“Internet website”** means a collection of related web pages, images, videos or other digital assets that are addressed relative to a common Uniform Resource Identifier (URI) and is accessible to the public.
- 5.13 **“Intranet website”** means an organization’s internal website that is used to privately and securely share any part of the organization’s information or operational systems within the organization and includes extranet websites.
- 5.14 **“New Internet website”** means either a website with a new domain name or a website with an existing domain name undergoing a significant refresh.
- 5.15 **“New intranet website”** means either an intranet website with a new domain name or an intranet website with an existing domain name undergoing a significant refresh.
- 5.16 **“Reasonable efforts”** means taking approaches that meet the required needs of the individual.
- 5.17 **“WCAG guidelines”** explain how to make web content more accessible to people with disabilities. Web content generally refers to the information on a web page or in a web application, including, but not limited to text, images and forms.
- 5.18 **“Web Content Accessibility Guidelines”** means the World Wide Web Consortium recommendation, dated December 2008, entitled Web Content Accessibility Guidelines (WCAG) 2.0.

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5.19 **“Web page”** means a non-embedded resource obtained from a single Uniform Resource Identifier (URI) using Hypertext Transfer Protocol (HTTP) and any other resources that are used in the rendering or intended to be rendered together with it by a user agent.

6 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURES

- **Accessibility for Ontarians with Disabilities Act, 2005**
- **Ontario Human Rights Code**
- **Integrated Accessibility Standards, Ontario Regulation 191/11**

SPP AS 4.01 – committing to and providing for accessible information and communications

SPP AS 2.06 – Feedback process

7 PROCEDURES

7.01 First Reference recognizes that people with disabilities may use alternative methods to access information or services and will endeavour to provide them in an alternative format or communication support (if needed) upon request.

7.02 An alternative format can be requested in person, by email, fax, mail or using the contact form on its website.

7.03 The company’s employees must ensure these requests are dealt with in a timely manner and that the response fits the need of the person making the request. The request will be dealt with within 48 hour.

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7.04 Employees must record and retain all requests received and note when they were made, how they were made, who received the request, what was requested, when and how it was dealt with, by whom and when. They must also indicate if the request was dealt with to the satisfaction of the customer and if not, the reason why it could not be.

7.05 First Reference has identified as unconvertible the following information:

- Product labels
- Products
- Any information that our organization does not directly control or available to the public

7.06 **Charges for information in accessible formats**

First Reference will not impose any additional charge to provide information and communication in an accessible format in excess of the regular cost charged to other persons.

7.07 **Additional charges for communications supports**

First Reference will levy an additional cost for the provision of communication supports needed to access the company's information and communication in accessible formats. Arrangements and pricing must be made at that time.

7.06 This policy has been developed to provide accessible services for clients with disabilities. If any member of the public has a question about this policy, or if the purpose of the policy is not understood, an explanation will be provided by contacting **the customer service manager**. This policy is available in an alternative format with communication support if needed, upon request.