

## **Accessible Information and Communications Policy**

<b>Department:</b>	All Departments	<b>Policy Number:</b>	Determined by Clerk
<b>Section:</b>		<b>Effective Date:</b>	November 25, 2013
<b>Subject:</b>	Accessible Information and Communication	<b>Revised Date:</b>	
<b>Authority:</b>	Integrated Accessibility Standard Regulation, By Law 2013-094		

### **1. Purpose**

The Municipality of Brockton (Brockton) is committed to meeting the accessibility needs of persons with a disability in a timely manner.

### **2. Providing Accessible Formats and Communication Supports**

Brockton is committed to providing materials in an accessible format or with communication supports to persons with disabilities, upon request.

- Accessible formats may include, but are not limited to large print, recorded audio and electronic formats and Braille; and
- Communication supports may include but are not limited to captioning, alternative and augmentative communication supports, plain language and sign language.

If we are unable to convert the requested information or communications, Brockton will provide an explanation about why the materials are not convertible and we will provide a summary of the requested information or communications.

Notice to the public about our commitment to provide materials in an accessible format or with communications supports, upon request is posted by our front doors, at all of our locations and on our website.

### **3. Requests for Accessible Formats and Communication Supports**

When a person with a disability makes a request for information to be provided in an accessible format or with communication supports, Brockton will consult with the person making the request to determine a suitable format that takes the person's accessibility needs into account. Brockton makes the final decision about the accessible format or communication support to be provided or arranged for. Once the decision is made, the information will be provided or arranged for in a timely manner. If there is a fee normally charged for the information, the person making the request for information in an accessible format or with communication supports, will not be charged more than the standard fee for the information.

#### **4. Accessibility Policies Available to the Public**

Our accessibility policies to persons with disabilities are available on our website and in hard copy at all of our locations. Brockton will provide our accessibility policies to persons with disabilities in an accessible format, upon request.

#### **5. Training**

Brockton provides training on the requirements of the information and communications standards of the Integrated Accessibility Regulation of the Accessibility for Ontarians with Disabilities Act.

Training is provided to all employees and volunteers, all persons who participate in developing Brockton's policies and all other persons who provide goods and services on behalf of the organization. Training is ongoing and occurs as soon as possible after a person is hired or when changes are made to Brockton's accessibility policies.

#### **6. Feedback Process**

We welcome feedback from the public and from our employees. Feedback is accepted in the following formats: in person, by telephone, by mail or via email. Upon request, we will receive and respond to feedback in an accessible format or with communication supports. Notice regarding the availability of our feedback processes is posted in the following areas: (eg. In the accessibility booklets in each facility, and on our website).

#### **7. Accessible Emergency procedure, plans or public safety information**

Brockton is committed to providing our emergency procedures, plans and public safety information, that are available to the public, in an accessible format or with communication supports, as soon as possible, after a request has been made.

#### **8. Accessible Websites and Web Content**

Brockton is committed to providing accessible websites and web content to persons with disabilities.

##### Public Sector and Large Organizations

Brockton's internet sites and web content will conform with the World Wide Consortium Web Content Accessibility Guidelines (WCAG 2.0) initially at Level A and increasing to Level AA according to the following schedule:

- January 1, 2014 – New internet sites and web content must conform with Level A.
- January 1, 2021 – All internet websites and web content must conform with Level AA [not Captions (live) and Audio Description (Pre-recorded) 1.2.4 and 1.2.5]

For more information about the World Wide Consortium Web Content Accessibility Guidelines (WCAG 2.0), visit <http://www.w3.org/TR/WCAG20/>