



Accessible Formats and Communication Support Policy

Revised: fall 2019

Purpose of this Policy

This policy is intended to establish appropriate and consistent action when requested to provide accessible formats and communication supports for persons with disabilities in a timely manner.

Legislative Authority

The Integrated Accessibility Standards regulation 191/11 was created under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*. The standard sets out obligations for certain persons, businesses, and other organizations to provide goods or services in a way that is accessible to people with disabilities in Ontario.

Providing Accessible Formats and Communication Supports

The City of Elliot Lake is committed to providing materials in an accessible format and 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, etc.

Communication supports may include but are not limited to captioning, alternative communication supports, plain language, etc.

If the city is unable to convert the requested information or communications, the City will provide an explanation as to why the materials are not convertible and will provide a summary of the requested information or communication.

Notice to the public on the City's commitment to provide materials in an accessible format or with communications supports, upon request is posted on the municipal website.

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, the City will consult with the person making the request to determine a suitable format that takes the person's accessibility needs into account.

The City makes the final decision concerning the accessible format or communication support to be provided or arranged. 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 the information in an accessible format or with communication supports, will be charged only the standard fee for the information.

Accessibility Policies Available to the Public

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

Feedback Process

The City welcomes feedback from the public and from employees. Feedback is accepted in the following formats: in person, by telephone, by mail or via email.

Upon request, the City will receive and respond to feedback in an accessible format or with communication supports. Notice regarding the availability of our feedback processes is posted on the municipal website.

Accessible Website and Web Content

The City website and web content will conform with the World Wide Consortium Web Content Accessibility Guidelines (WCAGO 2.0) at Level AA.

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