Accessible Information and Communications Policy (AODA)

Intent

CRFHT provides accessible information and communications for persons with disabilities, in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and its associated regulations. This policy sets out the standards for providing accessible information and communications.

Statement of Commitment

CRFHT is committed to providing an accessible environment for all clients, employees, job applicants, suppliers, and visitors who may enter our premises, access our information, or use our services. As an organization, we respect and comply with the requirements of the AODA, and its associated regulations. We strive to provide an accessible and welcoming environment for everyone by identifying and removing barriers in our workplace and ensuring that new barriers are not created. The company ensures that persons with disabilities are provided with equal opportunities. We are committed to meeting the needs of individuals with disabilities in a timely and integrative manner that respects their dignity and independence.

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.

Guidelines

CRFHT strives to provide information and communications to all in a format or manner that meets their needs. The company provides or arranges for the provision of accessible formats and communication supports for persons with disabilities upon request. This includes but is not limited to our feedback process and all publicly available safety and emergency information, such as evacuation procedures and floor plans. The company also ensures that its website and web content meet the standards required by the *Integrated Accessibility Standards Regulation* to enable accessible information and communications online.

The public will be informed of the availability of accessible formats and communication supports by including a note on our website.

Requests for accessible formats or communication supports should be submitted to the management team. The company consults the person making the request to ensure a suitable format or communication support is provided. Accessible formats and communication supports are provided in a timely manner and at a cost no more than the original format.

Exceptions

These standards do not apply to:

- Products and product labels;
- Unconvertible information or communications; or
- Information that the company does not control through a contractual relationship.

Unconvertible Information or Communications

Information or communications are classified as unconvertible where it is not technically practicable to convert them, or the technology required to make the conversion is not readily available. If CRFHT determines that information or communications are unconvertible, the company explains why to the person who made the request and summarizes the information or communications for them.

Training

Training is provided to employees, volunteers, those who participate in the development of company policies, and any other person who provides goods, services, or facilities on behalf of the company. Training is provided on the accessibility standards found in the IASR and on the Human Rights Code that is appropriate for the duties they complete while at work.

Training is provided as soon as practicable. Revised training is provided in the event of changes to legislation, procedures, policies, or practices. The company keeps a record of training that includes the dates training was provided and the number of employees who attended the training. Where required, retraining is provided to ensure compliance with the company's policies and procedures.