



T.E.A.D. Equestrian Association for the Disabled

## AODA – Integrated Accessibility Standards Regulation (IASR) Information and Communications Policy

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**\*\*This document addresses the General Requirements and the Information and Communications Standard of the *Integrated Accessibility Standards Regulation*. Some information will have to be removed or modified before this document can be implemented in a specific organization.\*\***

### Intent

This policy is intended to meet the requirements of the [Integrated Accessibility Standards, Ontario Regulation 191/11](#) for the Information and Communications Standard set forth under the [Accessibility for Ontarians with Disabilities Act, 2005](#). 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 The Equestrian Association for the Disabled shall follow the principles of dignity, independence, integration and equal opportunity.

### 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 (1) or more services or products.

### General Principles

In accordance with the *Integrated Accessibility Standards, Ontario Regulation 191/11*, this policy addresses the following:

- A. General Requirements
- B. Feedback Process
- C. Accessible Formats and Communication Supports
- D. Emergency Procedures, Plans or Public Safety Information
- E. Accessible Websites and Web Content
- F. Education and Training Resources
- G. Training to Educators
- H. Producers of Educational or Training Material

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### I. Libraries of Educational and Training Institutions

### J. Public Libraries

### K. Exceptions

### L. Review

## A. **General Requirements**

General requirements that apply across all of the four (4) standards, Information and Communications, Employment, Transportation and Design of Public Spaces, are outlined as follows.

### Establishment of Accessibility Policies and Plans

The Equestrian Association for the Disabled will develop, implement and maintain policies governing how it will achieve accessibility through these requirements.

**\*\*Small private and not-for-profit organizations may remove the following highlighted statements:**

The Equestrian Association for the Disabled will include a statement of its commitment to meeting the accessibility needs of persons with disabilities in a timely manner in its policies. These documents will be made publicly available in an accessible format, upon request.

The Equestrian Association for the Disabled will establish, implement, maintain and document a multi-year accessibility plan outlining its strategy to prevent and remove barriers and meet its requirements under the IASR. Accessibility plans will be made available in an accessible format, upon request, and will be posted on our website.

The Equestrian Association for the Disabled will review and update its accessibility plan once every five (5) years and will establish, review and update our accessibility plans in consultation with persons with disabilities or an advisory committee. Annual status reports will be prepared that will report on the progress of the steps taken to implement The Equestrian Association for the Disabled's accessibility plan. This status report will be posted on our website. If requested, the report shall be created in an accessible format.

### Procuring or Acquiring Goods and Services, or Facilities

The Equestrian Association for the Disabled will incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities. The only exception is in cases where it is impracticable to do so.

### Training Requirements

The Equestrian Association for the Disabled will provide training for its employees and volunteers regarding the IASR and the [Ontario Human Rights Code](#) as they pertain to individuals with disabilities. Training will also be provided to individuals who are responsible for developing The Equestrian Association for the Disabled's policies, and all other persons who provide goods, services or facilities on behalf of The Equestrian Association for the Disabled.

Training will be provided as soon as is reasonably practicable, but no later than (Insert Compliance Deadline). Training will be provided on an ongoing basis to new employees and as changes to The Equestrian Association for the Disabled's accessibility policies occur.

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**\*\*Small private and not-for-profit organizations may remove the following highlighted statements:**

#### Records

The Equestrian Association for the Disabled will maintain records on the training provided, when it was provided and the number of employees that were trained.

**\*\*Remove the following highlighted section if the organization does not have:**

#### Self-Serve Kiosks

The Equestrian Association for the Disabled will incorporate accessibility features when designing, procuring or acquiring self-service kiosks. The Equestrian Association for the Disabled will always be aware of the accessibility features of self-service kiosks for persons with disabilities.

**\*\*The following is only applicable to organizations with current feedback processes:**

#### **B. Feedback Process**

The Equestrian Association for the Disabled will ensure that all feedback processes (both internal and external) are made accessible to clients/customers or employees, upon request.

In accordance with the [Accessibility Standards for Customer Service, Ontario Regulation 429/07](#), The Equestrian Association for the Disabled will make the availability of accessible feedback formats publicly known.

#### **C. Accessible Formats and Communication Supports**

Unless deemed unconvertible, The Equestrian Association for the Disabled 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.

The Equestrian Association for the Disabled 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 Equestrian Association for the Disabled will make the availability of accessible formats and communication supports publicly known.

**\*\*Remove the following highlighted information for organizations that do not prepare (and make available) public emergency procedures, plans or public safety information:**

#### **D. Emergency Procedures, Plans or Public Safety Information**

The Equestrian Association for the Disabled will ensure that all publicly available safety and emergency information (e.g. evacuation procedures, floor plans etc.) is provided in an accessible format or with appropriate communication supports, upon request.

**\*\*Small private and not-for-profit organizations may remove the following highlighted statements:**

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

The Equestrian Association for the Disabled will ensure that our website and all web content published after January 1, 2012, conform to the Web Content Accessibility Guidelines (WCAG) 2.0 in accordance with the schedule set out in the IASR.

**\*\*Remove the following highlighted information if not an educational or training institution:**

### **F. Education and Training Resources and Materials**

Upon request, The Equestrian Association for the Disabled shall provide or arrange for the provision of the following information in an accessible format to students (past, current and potential) with disabilities:

- Training resources and materials\*;
- Student records; and
- Program information (e.g. course requirements, descriptions and availability).

Accessible formats will take into account the needs of the individual to whom the material is being provided.

*\*Training resources and materials may be provided in an accessible or conversion-ready format.*

**\*\*Remove the following highlighted information if not a school board, educational or training institution:**

### **G. Training to Educators**

In addition to the general training requirements, The Equestrian Association for the Disabled will provide all educators with accessibility awareness training.

#### Records

The Equestrian Association for the Disabled will maintain a record of all training provided. Training will include the dates on which training was provided and the number of people that were trained.

**\*\*Remove the following highlighted information if not a producer of educational or training materials:**

### **H. Producers of Educational and/or Training Materials**

The Equestrian Association for the Disabled shall create and make available accessible or conversion-ready materials, including textbooks and print-based supplementary learning resources, upon request.

**\*\*Remove the following highlighted information if not a library of an educational or training institution:**

### **I. Libraries of Educational and Training Institutions**

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The Equestrian Association for the Disabled will provide or procure accessible or conversion-ready materials within their collections for individuals with disabilities, when available and upon request. These types of materials may include any print materials, digital, or multimedia resources.

**\*\*Remove the following highlighted information if not a library board:**

### **J. Public Libraries**

Where they exist, The Equestrian Association for the Disabled shall provide access or arrange for the provision of access to accessible materials.

The Equestrian Association for the Disabled will provide public notification about the availability of accessible materials. Notification will be provided in an accessible format and with the appropriate communication supports, upon request.

### **K. 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.

#### Unconvertible Information or Communications

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

The Equestrian Association for the Disabled 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.

### **L. Review**

This policy will be reviewed regularly to ensure that it is reflective of The Equestrian Association for the Disabled's current practices and legislative requirements.

## **Acknowledgment & Agreement**

I, (Employee Name), acknowledge that I have read and understand the AODA – *Integrated Accessibility Standards Regulation (IASR)* Information and Communications Policy of The Equestrian Association for the Disabled. I agree to adhere to this policy and will ensure that employees working under my direction adhere to this policy. I understand that if I violate the rules set forth in this policy, I may face corrective action.

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**T.E.A.D. Equestrian Association for the Disabled**

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Witness: \_\_\_\_\_