Policy Reference: **AODA: INTEGRATED ACCESSIBILITY STANDARD**
(General Principles, Information & Communication, Transportation)

Date Issued: December 17, 2013 **Date Revised:** January 13, 2016

Supercedes: _____

1. Procedures: General

1.1. Senior management is responsible to create a multi-year accessibility plan that outlines Owl's strategies and tactics to prevent and remove barriers and meet its AODA requirements.
- In creating this plan, senior management will seek feedback from employees, volunteers and members regarding current accessibility barriers.
- The plan will include short-term strategies to meet, prevent or remove current accessibility barriers and long-term strategies to address future issues or requirements under the IAS regulation.

1.2. At minimum, this plan will be reviewed and updated every five years. This review and status report will be presented to the Board of Directors and posted on Owl's website by the Executive Director.

1.3. Should Owl design or look to procure self-serve kiosks, the purchaser will consider accessibility features with respect to the following:
- *Technical features*: includes colour contrast, font size options, voice activation and other visual and non-visual modes of operation.
- *Structural features*: includes height and stability of kiosk, headset jacks with volume control, specialized keypads, etc.
- *Access path*: includes reach ranges for those with mobility aids, the proximity of kiosks to other objects, etc.

1.4. The training program for employees, students, volunteers and those involved in policy development is the responsibility of the Director of Operations (DO).

1.5. This training must be implemented for existing employees, students and volunteers prior to the stated compliance date and upon hire for new employees, students and volunteers.
- The training can be provided as a self-study, as part of an orientation session or other methods as determined by Owl from time to time.

1.6. The DO is responsible to update training materials and provide additional training in respect of any changes to the policies or procedures.

1.7. The DO, in collaboration with centre supervisors and the Executive Director (ED), is responsible to keep a record of the training received by each employee, student, volunteer or other person. At minimum, the training record must indicate the date the training was provided and the number of individuals to whom it is provided.

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2. Procedures: Information & Communications

2.1. Notwithstanding the requirements under the AODA: Customer Service Standard policy and procedures, those responsible for creating and distributing feedback requests will take into consideration accessibility features for persons with a disability.
- This includes online surveys, comment/suggestion cards, Nippissing Developmental Screen and Observation reports and other forms of seeking or responding to feedback that arise from time to time.

2.2. The management team is responsible to state that such requests for giving or receiving feedback are available in an accessible format upon request.

2.3. Upon request, such forms of feedback provided to or sought from individuals with disabilities will be provided in an accessible format and/or with communication supports as soon as is practical and with no added cost to the individual.

2.4. Any information and communication provided to the public, members, employees, students and volunteers that is controlled by Owl (directly or through a contractual obligation) will be available in an accessible format or with communication supports.

2.5. The ED – and those responsible to distribute such information or communication – will ensure that this is stated on Owl's website and on the information or communications to be provided (e.g., in form footers, etc.).

2.6. When a request is received to provide information in an accessible format, the supervisor (or other receiver of the request) will inform the ED of the request.

2.7. The ED, or designate, will consult with the requestor about their needs and will make every effort to provide the information in a timely manner, taking into account the person's accessibility needs and at a cost no more than the regular cost charged to other persons.
- As part of the consultation process, the IAS regulation gives Owl the flexibility to decide on the most appropriate accessible format or communication support, given the needs of the person and the organization's capability to deliver.

2.8. Publicly available emergency or public safety information, including fire evacuation procedures, will be made available in alternate formats or with communication supports for people with disabilities upon request.
- See procedures, section 5, in the AODA: Accessible Customer Service procedures for more details.
- This does not apply to internal emergency and security protocols.

2.9. The ED is responsible to ensure that Owl's website and web content comply with the Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA as follows:
- Currently, any _new_ website and web content on those sites must comply to Level A.

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- − A new website is one with a new domain name or where an existing site is undergoing a significant refresh to design or content
- By January 1, 2021, all Owl websites (internet and intranet) and content on those sites must comply at Level AA, except as noted in the IAS regulation.

3. Procedures: Transportation
3.1. Under the IAS regulation, Owl is not required to meet the Transportation regulations. However, those arranging for transportation for children or staff for a field trip or special event must consider accessibility needs of children, volunteers, students and staff when booking transportation.
- Such needs should be communicated to the school bus company to ensure that their needs may be met.

4. ATTACHMENTS: None

5. RELATED DOCUMENTS:
5.1. AODA: Accessible Customer Service policy & procedures
5.2. AODA: IAS – Employment policy & procedures

_____	_____
Executive Director	Date
_____	_____
Director of Operations	Date