



POLICIES and PROCEDURES

"An innovative Centre that motivates, educates and nurtures young mothers and their children to become contributing members of society"

Youville Centre - Mission Statement

SECTION: A. Organizational Policies, Procedures and Guidelines
SUB-SECTION: HUMAN RESOURCES - EMPLOYEES
POLICY: AODA – INTEGRATED ACCESSIBILITY STANDARDS REGULATION (IASR) INFORMATION AND COMMUNICATIONS POLICY - REVISED
CROSS-REFERENCE: ORG-HR-6.1; PS-3.1 Youville Centre Policies: Human Resources – Employees - AODA - Integrated Accessibility Standards Regulation (IASR) Customer Service Policy; AODA - Integrated Accessibility Standards Regulation (IASR) Customer Service Policy

EFFECTIVE DATE: February 13 th , 2017	REVISION DATE: December, 2016
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PURPOSE:

- To outline procedures in order to remain compliant specific to the requirements of the Information and Communications standards included in the Integrated Accessibility Standards of the **Accessibility for Ontarians with Disabilities Act, (AODA) 2005.**

POLICY:

All information and communications materials and services provided by Youville Centre shall follow the principles of dignity, independence, integration and equal opportunity. Youville Centre is in compliance with the **Integrated Accessibility Standards, Ontario Regulation 191/11** for the Employment 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.

DEFINITION OF TERMS:

"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.

GUIDELINES:

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

- General Requirements
- Feedback Process
- Accessible Formats and Communication Supports
- Emergency Procedures, Plans or Public Safety Information
- Exceptions
- Review

PROCEDURES:

A. General Requirements

General requirements that apply across all of the five (5) standards (information and communication, employment, transportation, design of public spaces, and customer service) are outlined as follows:

Establishment of Accessibility Policies and Plans

- Youville Centre will develop, implement and maintain policies governing how it will achieve accessibility through these requirements as per **Youville Centre Policy: Governance – Development, Implementation, Review and Enforcement of Policies.**

Training Requirements

- Youville Centre 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 Youville Centre's policies
 - All other persons who provide goods, services or facilities on behalf of Youville Centre
- Training will be provided as soon as is reasonably practicable, but no later than 30 days from date of hire; and
- Training will be provided on an ongoing basis to new employees and as changes to Youville Centre's accessibility policies occur.

B. Feedback Process

Youville Centre will ensure that all feedback processes (both internal and external) are made accessible to clients/customers or employees, upon request.

In accordance with the customer service standards, Youville Centre will make known the availability of accessible feedback formats.

- Youville Centre shall provide customers with the opportunity to provide feedback on the service provided to customers with disabilities.
- Information about the feedback process will be readily available to all customers and notice of the process will be made available online and in hard copy available at reception.
- Feedback forms along with alternate methods of providing feedback such as verbally (in person or by telephone) or written (hand written, delivered, website or email), will be available upon request.
- Customers who provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

C. Accessible Formats and Communication Supports

- Unless deemed unconvertible, Youville Centre 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;
- Youville Centre 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; and
- Youville Centre will make the availability of accessible formats and communication supports publicly known.

D. Emergency Procedures, Plans or Public Safety Information

- Youville Centre 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.

E. 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, Youville Centre will ensure that the individual who made the request is provided with an explanation and a summary of the information.
- Youville Centre 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.

F. Review

This policy will be reviewed regularly to ensure that it is reflective of Youville Centre's current practices and legislative requirements.

G. Acknowledge and Agreement Statement

- All employees are required to sign a Youville Acknowledge and Agreement Statement Form upon hire indicating that they have read and understood Youville Centre policies. Failure to adhere to this or any other Youville Centre policies will lead to disciplinary action up to and including termination of employment.