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ISSUED BY:	Chief Executive Officer	PAGE:	1 of 3
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ACCESSIBLE INFORMATION & COMMUNICATION

Purpose

This procedure addresses the Accessible Information and Communications standards requirements of Ontario Regulation 191/11 for the Integrated Accessibility Standards Regulation under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

Scope

This procedure applies to employees, volunteers, individuals supported, contractors (personnel) or any individual representing or performing any function of Sensity, including website and web content.

The requirements set out in this procedure are being implemented by Sensity in accordance with the standards and timelines established in the AODA.

Definitions

- **Accessible formats** may include but are not limited to, large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.
- **Conversion ready** means an electronic or digital format that facilitates conversion into an accessible format; (“prêt à être converti”)
- **Information** includes data, facts and knowledge that exists in any format, including text, audio, digital or images, and that conveys meaning. (“information”) O. Reg. 191/11, s. 9 (1)
- **Communications** means the interaction between two or more persons or entities, or any combination of them, where information is provided, sent or received; (“communications”)
- **Communication supports** may include but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

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Procedure

Feedback

Sensity has established an accessible customer service feedback process as required under the Integrated Accessibility Standards Regulation, Ontario Regulation 191/11. Sensity also receives and responds to other feedback and will ensure that the process is accessible to persons with disabilities by providing or arranging for accessible formats and communication supports upon request.

Accessible formats and communication supports

Upon request, Sensity will provide or arrange for accessible formats and communication supports in a timely manner (10 business days) that takes into account the person's disability at no additional cost. Requests can be made by emailing a **Barrier Identification Form** to info@sensity.ca or by phone at 519-442-0463 or in person.

Sensity will also notify the public about the availability of accessible formats and communication supports. Refer to:

- 11.11A Rights & Responsibilities, Organizational Values, Abuse Prevention Education - Info for People Supported
- FOCUS Accreditation Everything You Need to Know.

Accessible websites and web content

Sensity's website and web content controlled directly by Sensity or through a contractual relationship that allows for modification of the product shall conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 at Level A and AA according to the schedule set out in the AODA Integrated Accessibility Standards Regulation.

Not Applicable Standards

The information and communications standards do not apply to the following:

1. Products and product labels, except as specifically provided by this Part.
2. Unconvertible information or communications.
3. Information that the obligated organization does not control directly or indirectly through a contractual relationship, except as required under sections 15 and 18. O. Reg. 191/11, s. 9 (2).

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Responsibilities

Communications Department is responsible for:

- Administration of and ensuring compliance with this procedure
- Reviewing communications materials to ensure plain language is incorporated where possible
- Developing and/or reviewing all major published materials and information prior to release
- Managing content on the Sensity's website
- Developing, supporting and maintaining the technology for Sensity's website, in collaboration the IT Department
- Supporting requests for technical-related accessible formats and communications supports

Departments are responsible for:

- Ensuring the Accessible Information and Communication Standard procedure is followed