



Anishinabek Family Care  
Human Resource Policy & Procedures Manual

Section 11 Accessibility for Ontarians with Disabilities	
Policy Title: <b>Accessible Information and Communication</b>	Approval Date: September 2015 October 2015; February 2020
Policy No: <b>11.04</b>	Review Date: September 2015 October 2015; February 2020

## POLICY

Dilico is committed to communicate with persons and employees with disabilities in a respectful manner that takes into account their disability.

Dilico is committed to ongoing improvements to the accessibility of its information and communication systems offered to clients, employees and members of the general public. This will be accomplished by meeting alternative format requests in a timely fashion that responds appropriately to any situation and to the urgency of the situation.

Dilico will also endeavor to provide everyone with the same quality of information and communication within a reasonable time frame.

Where an employee of Dilico requests it, the organization will consult with the employee to arrange for the provision of accessible information and communication supports for information that is needed to perform the employee's job, and information that is generally available to employees in the workplace.

## 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.

Accommodation – the special arrangements made or assistance provided so that persons with disabilities can participate in the experiences available to persons without disabilities. Accommodation will vary depending on the person's unique needs.

Communication Supports – include but are not limited to captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communication.



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Conversion Ready – an electronic or digital format that facilitates conversion into an acceptable format.

Information – includes data, facts and knowledge that exists in any format including text, audio, digital or images and conveys meaning.

Reasonable efforts – taking approaches that meet the required needs of the individual.

WCAG Guidelines – how to make web content more accessible to people with disabilities. Web content generally refers to the information on a web page or a web application, including but not limited to text, images and forms.

## **PROCEDURES**

### **FOR GENERAL PUBLIC**

1. Employees and student placements who deal with clients will be trained on how to interact and communicate with people with various types of disabilities, recognizing that different types of disabilities will require different forms of communication. Employees and student placements are trained to communicate with individuals over the telephone in clear and plain language, to speak slowly, and/or to use other communication services, as necessary.
2. Employees and student placements will strive to meet the particular needs of individuals by offering to communicate in a variety of ways as follows:
  - telephone and/or TTY
  - in person
  - email
  - hard copy
  - large print
  - personal assistive devices
  - through a support person(s)

### **FOR EMPLOYEES**

1. Dilico will advise employees of the availability of accessible formats and communication supports. The accessible formats and communication supports can be obtained from Managers.



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2. Dilico will strive to meet the particular needs of employees by offering to communicate in a variety of ways as follows:
  - a. telephone and/or TTY
  - b. in person
  - c. email
  - d. hard copy
  - e. large print
  - f. personal assistive devices
  - g. through a support person(s)

### **FOR GENERAL PUBLIC AND EMPLOYEES**

1. Dilico will maintain accessible communication standards that ensure written communications are clear and easy to understand, using a distinct and easily distinguishable font style.
  - Office employees use Arial font when creating documents.
  - Font sizes in general communication are kept at a minimum of 11 point.
  - When asked by an individual for a large print format document, this font size is increased to a minimum of 14 points and if possible 16 points.
2. Dilico will consult the person with a disability as to what would be a suitable alternative format or communication support for them.
3. Dilico will take into account the person's accessibility needs in a timely manner.
4. Dilico will not charge more for such formats and supports than it charges other persons
5. Dilico will ensure that it has an accessible website and web content in place and that all new Internet websites and content will conform to Level A of Version 2 of the Web Content Accessibility Guidelines.
6. Some forms of information may be difficult or impossible to convert into an accessible format. In cases of unconvertible information, Dilico will consult with the person requesting the information or communication, for ways of providing it in an accessible format or with appropriate communication supports. If Dilico determines that they are unable to convert the information, they will explain to the person why they are unable to do so and provide a summary of the content.



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7. Dilico will notify the public about the availability of accessible formats and communication supports through their website.

<b>RELATED FORMS AND POLICIES</b>
1. #11.01 Customer Service Standard
2. #11.02 Accessibility Plan