



Town of Whitby Policy

Policy Title:	Accessible Formats and Communication Supports
Policy Number:	A 040
Reference:	Council Resolution #336-12
Date Originated:	December 10, 2012
Date Revised:	Not applicable
Review Date:	As required
Approval:	Council
Point of Contact:	Accessibility Coordinator

Policy Statement

The Corporation of the Town of Whitby is committed to providing an accessible environment in which residents, visitors, and employees have equitable access to municipal programs, services and facilities in a way that respects the dignity and independence of each individual. The municipality is dedicated to ensuring that all legislated obligations under the Accessibility for Ontarians with Disabilities Act are met and that compliance with these standards is maintained.

The Town of Whitby is committed to:

1. Ensuring that decisions, actions and planning for the community apply the principles of dignity, equal opportunity, independence and integration;
2. Identifying, removing and preventing barriers to our programs, services and facilities; and,
3. Providing an inclusive community in which employees, residents and visitors have equitable access for all ages, abilities and circumstances.

The Town strives to deliver an inclusive and welcoming environment for all community members and visitors.

**In accordance with authority delegated to the Town Clerk per Council Resolution #527-17 and the Procedure By-law, the Policy Statement was updated on February 1, 2023.*

Purpose

The purpose of this policy is to establish consistent corporate provision of Accessible Formats and Communication Supports to Town staff and the public, in compliance with the Regulations developed under the Accessibility for Ontarians with Disabilities Act, 2005.

Scope

This policy applies to all Town Staff.

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1 Definitions

- 1.1 Accessible Formats** as defined by the Province of Ontario may include, but are not limited to, large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities; (“format accessible”)
- 1.2 Communication Supports** as defined by the Province of Ontario may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications; (“aides à la communication”)

2 Process

- 2.1** The Town shall, upon request, and in consultation with the person making the request, provide or arrange for the provision of accessible formats and communication supports for persons with disabilities. Accessible formats and communication supports shall be provided in a timely manner, taking into account the person’s accessibility needs and at a cost that is no more than the regular cost charged to other persons.
- 2.2** This does not apply to products and product labels, unconvertible information or communications and information that the Town does not control directly or indirectly through a contractual relationship.
- 2.3** If it is determined by the Town that information or communication are unconvertible, the Town shall provide the person requesting the information or communication with:
- a) An explanation as to why the information or communications are unconvertible, and
 - b) A summary of the unconvertible information or communications.
- 2.4** The Town shall notify the public about the availability of accessible formats and communication supports.

This Policy is hereby approved by Council Resolution #336-12 on this 10th day of December, 2012.