



Town of Whitby Procedure

Procedure Title:	Accessible Formats and Communications Supports
Procedure Number:	A 040-001
Reference:	Accessible Formats and Communications Supports Policy A 040
Date Originated:	December 15, 2015
Date Revised:	Not applicable
Approval:	Chief Administrative Officer
Point of Contact:	Accessibility Coordinator

Purpose

All materials and communications shall be produced in accordance to the Accessible Document Policy A 040, to reduce barriers in the original document. Adaptation to another format can be accommodated easily and quickly when accessibility is considered during the development.

Scope

The procedures apply to all materials and communications produced by the Town of Whitby whether produced in house or on behalf of the Town (i.e. consultant reports). It does not apply to unconvertible information and information that the Town does not control directly or indirectly through a contractual relationship.

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Definitions

- 1.1 Accessible document** – Conforms to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level AA and is produced as accessible Word, Excel, PowerPoint, PDF, etc.
- 1.2 Accessible formats** – Formats that are an alternative to standard print and are accessible to people with disabilities. Accessible formats may include large print, Braille, recorded audio and electronic formats such as DVDs, CDs, screen readers, etc.
- 1.3 Communications** – The interaction between two or more people or organizations (or any combination of them) where information is provided, sent or received.
- 1.4 Communication supports** – Methods to assist communication are referred to as communication supports. They include, but are not limited to, captioning, alternative and augmentative communication supports (Screen Reader software, Communication Access Real-time Translation), plain language, sign language and other supports that facilitate effective communications, such as verbal explanation of a written document and transcripts of video content.
- 1.5 Conversion-ready formats** – Refers to any electronic or digital format that facilitates conversion into accessible format: such as Braille, large print, audio cassettes, CDs, DVDs, etc.
- 1.6 Information** – Includes data, facts and knowledge that convey meaning and that exists in any format such as text, audio, digital or images.
- 1.7 Unconvertible Information** – Information that is not technically feasible to convert, or the technology to convert the information is not readily available.

2 Responsibilities

2.1 Accessibility Coordinator is responsible for:

- Providing advice and direction on Accessible Format and Communications Supports Policy and Procedures.
- Collecting information about requests from departments;
- Monitoring compliance with this procedure on an annual basis.

2.2 Commissioners are responsible for:

- Creating and maintaining service free from discrimination toward persons with disabilities;
- Budgeting for the costs associated with accessible formats and communication supports of materials originating from their departments;

- Monitoring situations where requests for accessible formats and communication supports have not been provided and determine ways to make the information more convertible in the future.

2.3 Managers and Supervisors are responsible for:

- Creating and maintaining service free from discrimination toward persons with disabilities;
- Ensuring employees are aware of this procedure and are logging requests that are received by their departments, through the online form;
- Tracking costs associated with requests;
- Ensuring employees are providing the requested accessible format and communication support;
- Ensuring that staff provide an explanation as to why information or communications are unconvertible; and,
- Overseeing the provision of a summary of the unconvertible information or communication support.

3 Procedures

3.1 Notification

- The Town will advise the public and staff of the availability of accessible formats and communications supports.
- The Town will include: A link on all Town websites to the Accessible Formats and Communication Supports request form;
- Signage at every public service counter advising of the availability of Accessible formats and Communication Supports;
- Notice on documents distributed to the public, as per the Town's HR 010 Accessible Documents Policy.

3.2 Receiving Requests for Accessible Formats and Communication Supports

- Each department is responsible for receiving requests for Accessible Formats and Communications Supports related to the information or communications they produce or programs they are responsible for.
- Requests for an accessible format or communication support can be received by staff: in person, in writing, by phone/TTY or by electronic formats such as emails or service requests.

3.3 Processing Requests

- Upon receipt of a request, staff will complete the Online Request Form (Appendix A) which is forwarded to the Accessibility Coordinator for record keeping purposes.
- The request is to be responded to by the appropriate operational staff. A direct link to this form is provided on the accessibility page of whitby.ca.

- All Town staff shall in consultation with the person making the request, determine the appropriate accessible formats and communication supports that take into account the requester's disability related needs.
- Once the appropriate format or support is determined with the requestor, staff shall provide or arrange for the provision of the accessible formats and/or communication support for persons with disabilities.
- If a staff member determines that information is unconvertible, they shall, in consultation with their manager, provide the person requesting the information or communication with: a written explanation as to why the information or communications are unconvertible; and, a summary of the unconvertible information or communication.
- The Accessibility Coordinator is available for consultation.

3.4 Timeframe

- The timeframe for the conversion process of a document into an accessible format, or the provision of a communication support, can vary depending on the media chosen, the size, complexity, quality of source documents, and the number of documents to be converted.
- Documents shall be returned in a timely manner depending on the factors previously noted. If the document being requested is the subject of a public consultation or has a set timeframe for public comment, the timeframe for document conversion and distribution must be taken into consideration.

3.5 Cost of Conversion

- The Town shall not charge a cost that is more than the regular cost charged to other persons.
- When a member of the public requests a Town document in an accessible format or information with a communication support, the department of origin is responsible for the cost of conversion, materials and distribution of information.
- If the materials are directly related to the work of an Advisory Committee, costs will be the responsibility of Town Clerks Department.

Appendices

Appendix 1 Accessible Format Request Form

Original Approved and Signed.

Robert Petrie, Chief Administrative Officer, x2211

October 4, 2016

Date



Town of Whitby

Accessible Format and Communication Support Request Form

The Town of Whitby is committed to providing information in the format that meets your needs. If you need information in an alternate format, please use this form and let us know what format will work for you. Alternatively, call 905-668-5803 to make your request by phone.

Requests for an accessible format or communication support can be received by staff: in person, in writing, by phone/TTY or by electronic formats such as emails.

Name: Text

Address: Text

Phone Number: Text

Email Address: Text

Date of Request: Date

Information Requested: Text

Report or File Number: Text

Department: Choose an item.
Choose an item.

Additional Information about the Request (i.e. timeframe such as public consultation period): Text

Format or support being requested: Text

Personal information on this form is being collected under the authority of the Municipal Act. It will be used to provide a document or information produced by the Corporation of the Town of Whitby, as requested. Questions about collection of personal information may be directed by mail to the Town Clerk, Town of Whitby, 575 Rossland Road East, Whitby, ON, L1N 2M8.

Internal Use – To Be Completed before forwarding to the Accessibility Coordinator for recordkeeping purposes:

Date of Received: Date

Department of Origin: Choose an item.
Choose an item.

Date of Contact with Requestor: Date

Date of Completed: Date

Cost of Conversion: Text