

Policy Number:	SHPOL-HR-0002	Prepared by:	Human Resources Department
Policy Name:	Integrated Accessibility Standards Regulation (IASR) Information and Communications Policy	Implementation Date:	December 3, 2019
Version:	1.0	Last Reviewed Date:	December 3, 2019

1 POLICY

1.01 This policy will ensure that all information and communications materials and services provided by Second Harvest shall follow the principles of dignity, independence, integration, and equal opportunity.

2 PURPOSE

2.01 This policy is intended to meet the requirements of the *Integrated Accessibility Standards, Ontario Regulation 191/11* for the *Information and Communications 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.

3 DEFINITIONS

3.01 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.

4 SCOPE

4.01 This policy applies to all Second Harvest employees.

5 GUIDELINES

5.01 ESTABLISHMENT OF ACCESSIBILITY POLICIES AND PLANS

Second Harvest will develop, implement and maintain policies governing how it will achieve accessibility through these requirements.

Second Harvest will include a statement of its commitment to meeting the accessibility needs of persons with disabilities in a timely manner in its policies. These documents will be made publicly available in an accessible format, upon request.

Second Harvest will establish, implement, maintain, and document a multi-year accessibility plan outlining its strategy to prevent and remove barriers and meet its requirements under the IASR. Accessibility plans will be made available in an accessible format, upon request, and will be posted on our website.

Second Harvest will review and update its accessibility plan once every five (5) years and will establish, review, and update our accessibility plans in consultation with persons with disabilities or an advisory committee.

5.02 PROCURING OR ACQUIRING GOODS AND SERVICES, OR FACILITIES

Second Harvest will incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities. The only exception is in cases where it is impracticable to do so.

5.03 **TRAINING REQUIREMENTS**

Second Harvest 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 Second Harvest's policies, and all other persons who provide goods, services, or facilities on behalf of Second Harvest.

Training will be provided as soon as is reasonably practicable. Training will be provided to new employees, volunteers, agents, and contractors during orientation, and as changes to Second Harvest's accessibility policies occur.

5.04 **RECORDS**

Second Harvest will maintain records on the training provided, when it was provided and the number of employees that were trained.

6 **FEEDBACK PROCESS**

6.01 Second Harvest 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, Second Harvest will make known the availability of accessible feedback formats.

7 **ACCESSIBLE FORMATS AND COMMUNICATION SUPPORTS**

7.01 Unless deemed unconvertible, Second Harvest 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.

Second Harvest 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.

Second Harvest will make the availability of accessible formats and communication supports publicly known.

8 **EMERGENCY PROCEDURES, PLANS OR PUBLIC SAFETY INFORMATION**

8.01 Second Harvest 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.

9 **ACCESSIBLE WEBSITES AND WEB CONTENT**

9.01 Second Harvest will ensure that our website, and where applicable web content, conforms to the Web Content Accessibility Guidelines (WCAG) as outlined in the IASR, and will refer to the legislation for specific compliance deadlines and requirements.

10 **EXCEPTIONS**

10.01 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, Second Harvest will ensure that the individual who made the request is provided with an explanation and a summary of the information.

Second Harvest 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.

11 REVIEW

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