



Anchor Group of Companies AODA Integrated Accessibility Standards Regulation

Information and Communications Standard Policy

1.0 GENERAL

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 communication services and materials for people with disabilities.

All information and communications materials and services provided by Anchor shall follow the principles of dignity, independence, integration and equal opportunity.

2.0 SCOPE

This policy shall apply to every person who deals with members of the public or their agents on behalf of Anchor, whether the person is an employee, agent, volunteer or otherwise.

3.0 DEFINITIONS

- 3.1 Accessible Formats** – include but not limited to large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.
- 3.2 Communication Supports** – include but not limited to captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.
- 3.3 Conversion Ready** – an electronic or digital format that facilitates conversion into an acceptable format.
- 3.4 Extranet Website** – a controlled extension of the intranet, or internal network of an organization to outside users over the Internet.
- 3.5 Information** – includes data, facts and knowledge that exists in any format, including text, audio, digital or images, and conveys meaning.
- 3.6 Internet Website** – a collection of related Web pages, images, videos or other digital assets that are addressed relative to a common Uniform Resource Identifier (URI) and are accessible to the public.

3.7 Intranet Website – an organization’s internal website that is used to privately and securely share any part of the organization’s information or operational systems within the organization and includes extranet websites.

3.8 Kiosk – an interactive electronic terminal, including a point-of-sale device, for public use that allows users to access one or more services or products.

3.9 Support Person – in relation to a person with a disability, another person who accompanies the person with a disability in order to help with communication, mobility, personal care or medical needs, or with access to goods, services or facilities.

3.10 Web Content Accessibility Guidelines – refers to the World Wide Web Consortium Recommendation, dated December 2008, entitled “Web Content Accessibility Guidelines (WCAG) 2.0.”

4.0 GUIDELINES

In accordance with the *Integrated Accessibility Standards, Ontario Regulation 191/11*, this policy addresses the following:

- 4.1 General Requirements
- 4.2 Accessible Formats and Communication Supports
- 4.3 Accessible Websites and Web Content
- 4.4 Emergency Procedures, Plans or Public Safety Information
- 4.5 Exceptions
- 4.6 Feedback

4.1 General Requirements

General requirements that apply across all of the three standards, *Information and Communications, Employment and Transportation* are outlined as follows.

Establishment of Accessibility Policies and Plans

Anchor 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 regulation. Anchor will post its accessibility plans on their website, if any, and provide the plan in an accessible format upon request. Anchor will review and update its accessibility plan once every five years and will establish, review and update its accessibility plans in consultation with persons with disabilities or an advisory committee when possible.

Training Requirements

Anchor will provide training for its employees regarding the IASR and the Ontario *Human Rights Code* during orientation and on an ongoing basis when changes are made to these policies, practices and procedures.

4.2 Accessible Formats and Communication Supports

Anchor will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner and at no additional cost to the individual. Anchor will take into account the person's accessibility needs when customizing individual requests. When it is not practical to provide an alternate format, the company will provide an explanation and summary of the document in an accessible format.

4.3 Accessible Websites and Web Content

Anchor will make its website and web content conform to the Web Content Accessibility Guidelines (WCAG) 2.0 at Level AA. Web content includes any information which resides on an internet or intranet web site.

4.4 Emergency Procedures, Plans or Public Safety Information

Anchor will provide emergency procedures and safety information to employees and visitors in an accessible format when requested in a timely manner.

4.5 Exceptions

The *Information and Communications Standard* does not apply to products and product labels; unconvertible information or communications; or information that Anchor does not control directly or indirectly through a contractual relationship. If Anchor determines that information or communications are unconvertible, Anchor will provide the person requesting information or communication with the following:

- a. An explanation as to why the information or communications are unconvertible;
- b. A summary of the unconvertible information or communications;
- c. Information is regarding as *unconvertible* if it is not technically feasible to convert the information or communications; or if the technology to convert the information is not readily available.

4.6 Feedback Process

Anchor will ensure that its processes for receiving and responding to feedback are available to persons with disabilities in an appropriate, accessible format or communication support upon request, and that members of the public are made aware of the availability of these accessible formats.

Feedback can be provided by:

- Telephone at 613-546-6683 ext. 244
- By email at accessibility@anchorconcrete.com

- In writing to:
Anchor Concrete
Attention: HR Department
1645 Sydenham Rd.
Kingston ON
K7L 4V4

Anchor will respond, when possible, in writing to complaints within two (2) weeks of the date of receipt of said complaint. In situations whereby Anchor is required to take more action to appropriately address the complaint, we will respond to the complaint as soon as practical.

5.0 REFERENCED DOCUMENTS

- Accessibility for Ontarians with Disabilities Act, 2005
http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_05a11_e.htm#BK19
- Integrated Accessibility Standards, Ontario Regulation 191/11
http://www.e-laws.gov.on.ca/html/source/regs/english/2011/elaws_src_regs_r11191_e.htm#BK0
- Ministry of Community and Social Services, *Making Ontario Accessible* (Access ON)
<http://www.mcscs.gov.on.ca/en/mcscs/programs/accessibility/index.aspx>
- Ontario Human Rights Code, 1990
http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_90h19_e.htm
- WWW Consortium Web Content Accessibility Guidelines 2.0
<http://www.w3.org/WAI/intro/wcag>

6.0 ACKNOWLEDGMENT & AGREEMENT

I, _____, acknowledge that I have read and understand the AODA Integrated Accessibility Standards Regulation Policy, Information & Communications Standard of Anchor. Further, I agree to adhere to this Policy and will ensure that employees working under my direction adhere to these guiding principles. I understand that if I violate this Policy, I may face corrective action, up to and including termination of employment.

Name: _____

Signature: _____

Date: _____

Witness: _____