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| POLICY MANUAL | Policy No. 1-26 |
| For the United Counties of Stormont, Dundas & Glengarry | Effective Date: October 20, 2014 |
| Subject: Accessible Formats and Communication Support | Department: All Departments |

Purpose of this Policy

This policy is intended to establish appropriate and consistent action when requested to provide accessible formats and communication supports for persons with disabilities in a timely manner.

Providing Accessible Formats and Communication Supports

The United Counties of Stormont, Dundas and Glengarry (County) is committed to providing materials in an accessible format and with communication supports to persons with disabilities, upon request.

- Accessible formats may include, but are not limited to large print, recorded audio and electronic formats, etc.
- Communication supports may include but are not limited to captioning, alternative communication supports, plain language, etc.

If we are unable to convert the requested information or communications, the County will provide an explanation as to why the materials are not convertible and will provide a summary of the requested information or communication.

Notice to the public on the County's commitment to provide materials in an accessible format or with communications supports, upon request is posted on our website.

Requests for Accessible Formats and Communication Supports

When a person with a disability makes a request for information to be provided in an accessible format or with communication supports, the County will consult with the person making the request to determine a suitable format that takes the person's accessibility needs into account. The County makes the final decision concerning the accessible format or communication support to be provided or arranged for. Once the

decision is made, the information will be provided or arranged for in a timely manner. If there is a fee normally charged for the information, the person making the request for the information in an accessible format or with communication supports, will not be charged more than the standard fee for the information.

Accessibility Policies Available to the Public

Our accessibility policies to persons with disabilities are available on our website and in hard copy upon request. The County will provide our accessibility policies to persons with disabilities in an accessible format, upon request.

Feedback Process

The County welcomes feedback from the public and from our employees. Feedback is accepted in the following formats: in person, by telephone, by mail or via email. Upon request, we will receive and respond to feedback in an accessible format or with communication supports. Notice regarding the availability of our feedback processes is posted on our website.

Accessible Website and Web Content

The County internet site and web content will conform with the World Wide Consortium Web Content Accessibility Guidelines (WCAGO 2.0) at Level AA.

For more information about the World Wide Consortium Web Content Accessibility Guidelines (WCAG 2.0), visit <http://www.w3.org/TR/WCAG20/>