

Purpose

This Procedure implements, in part, the City's Corporate Accessibility Policy.

This Procedure provides direction to City Representatives on how to create, notify, receive and provide information and communications in ways that are accessible for people with disabilities. The intent is to help people with disabilities access sources of information and communications that people rely on every day.

This Procedure assists in the requirement to comply with sections 11 to 14 and section 19 of the Integrated Accessibility Standards Regulation (IASR) made under the Accessibility for Ontarians with Disabilities Act (AODA).

Application

This Procedure applies to every City representative that will create, notify, receive and provide information and communications.

This Procedure does not apply to:

- Products or product labels, unless otherwise stated;
- Unconvertible information and communications; and
- Information and communications that the City can't control.

Procedure

Accessible formats and communication supports

The City will **create accessible formats and communication supports**. City Representatives will ensure Information is formatted to comply with the City's guide to accessible documents. Information formatted to meet the guide will most often result in an appropriate accessible format and communication support. For example, the information will be compatible with screen reading software, which means a document can be emailed to a person with vision loss and used with their own assistive technology. There may be instances when Information formatted to meet the City's "Guide to Accessible Documents" does not result in an appropriate Accessible Format and Communication Support. In these instances, an alternate format will be provided, upon request. Formatting a document to the guide will ensure it is Conversion Ready.

The City will **notify the public of accessible formats and communication supports**. The Accessibility Coordinator will provide notification to the public about the availability of accessible formats and communication supports on the City's main website. The request for information in an accessible format form will be linked to the public notice. City organizations with a website external to www.peterborough.ca will provide notification to the public about the availability of accessible formats and

communication supports on their own website, with a link to either their own request for information in an accessible format form or the form on the City's website.

The City will **receive requests for accessible formats and communication supports**. A person who requires information in an accessible format may complete the request for information in an accessible format form and submit by email, telephone, facsimile, mail or in person. City Representatives will receive requests submitted in person or by telephone. The Accessibility Coordinator will receive requests submitted by email, fax, or mail.

The City will **respond to requests for accessible formats and communication supports**. City Representatives will provide accessible formats and communication supports for people with disabilities, upon request, and will consult with the person making the request to make sure the appropriate format or support is provided. For example, not all people who are blind use Braille. Information provided in large print format may be acceptable; provide information in a timely manner that takes into account the person's needs due to the disability. It will not take significantly longer than requests for the same Information available in standard format; provide information at a cost that is no more than the regular cost charged to others; explain why, if it is not possible to provide information in an accessible format, and provide a summary of content related to the unconvertible information; and forward the customer's contact information to the Accessibility Coordinator, if further assistance with the response to the request is required. The Accessibility Coordinator will consult with the customer to find a suitable alternative solution.

The City will **train City representatives on accessible formats and communication supports**. The Accessibility Coordinator will provide training on the rules outlined in the City's guide to accessible documents.

Feedback

City representatives that create feedback forms or receive and respond to feedback will:

- Ensure that the process is accessible to people with disabilities;
- Provide accessible formats and appropriate communications supports, upon request; and
- Continue with the obligations of the Feedback for Accessible Customer Service procedure. The procedure includes Information on how to provide notice of the feedback process, receive feedback and respond to feedback.

Emergency procedures, plans or public safety information

The City will provide emergency procedures, plans or public safety Information that is available to the public, in an accessible format or provide them with appropriate communication supports, upon request, as soon as practicable. This procedure does

not apply to real-time public safety information used during an actual emergency, such as an evacuation.

The City will determine what information is to be made available to the public. This may include incidents that threaten life, property, operations or the environment. This includes information governed by legislation such as, but not limited to, Ontario's Fire Code and the Emergency Management and Civil Protection Act. All buildings required to have a fire safety plan as per 2.8.1.1 of Ontario's Fire Code, must keep the plan in an approved location in the building, and the City shall have a publicly shared all-hazards emergency plan.

Accessible websites and web content

The City will make websites accessible to people with disabilities by conforming to international standards for website accessibility.

Content providers and content approvers will ensure websites and website based applications published after January 1, 2012, conform to WCAG 2.0 Level A by January 1, 2014 and Level AA by January 1, 2021; ensure website content, including information in Word and PDF format, published after January 1, 2012, are formatted to comply with the City's guide to accessible documents by January 1, 2014; and make revisions to website content that is not in compliance with WCAG, as reported by information technology services.

Information Technology Services will use tools, such as a website governance service, to report any accessibility compliance errors; notify content providers of website accessibility compliance errors and direct them to make revisions to ensure compliance with WCAG; and assist content providers with website revisions, if required.

Compliance with the requirements of WCAG 2.0 does not apply to:

- Websites and website based applications that rely on the availability of commercial software and/or tools, the City does not control directly, or have a contractual relationship that does not allow for modification of the product;
- Intranet website;
- Subtitles for real-time audio and video, as described in WCAG 2.0 Level AA, success criteria 1.2.4 Captions (Live);
- Subtitles for pre-recorded video content, as described in WCAG 2.0 Level AA, success criteria 1.2.5 Audio Descriptions (Pre-recorded); and
- Technological software limitations such as online mapping and complex diagrams.

In such cases, an accessible alternate version or summary of the content related to the Unconvertible Information will be provided, upon request.

Public libraries

The Peterborough Public Library will:

- Provide or arrange for people with disabilities to obtain accessible formats of library materials in the library's collections, where the materials exist;
- Provide public information about the availability of accessible materials and communication supports. Provide the public information in an accessible format or with appropriate communication supports, upon request. For example, the Peterborough Public Library may post the information on their website, library posters, promotional materials, etc; and
- Consider accessibility when procuring new library materials, so that collections are accessible to the widest range of people.