



## **Integrated Accessibility Standards Policy**

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### **PURPOSE**

The following policy has been established by Achēv to govern the provision of its services in accordance with Regulation 191/11, “Integrated Accessibility Standards” (the “Regulation”) under the Accessibility for Ontarians with Disabilities Act, 2005. These standards are developed to break down barriers and increase accessibility for people with disabilities in the areas of information and communications, employment and transportation.

Achēv is governed by this policy as well as the Accessible Customer Service Policy and the Accessibility for Ontarians with Disabilities Act, 2005 in meeting the accessibility needs of persons with disabilities.

Achēv endeavours to regularly ensure and implement accessibility standards in all of its practices.

### **STATEMENT OF COMMITMENT**

Achēv strives to ensure a fully accessible environment for all persons with disabilities, and will continue to build upon and improve its practices, in addition to ensuring that it meets the accessibility needs of persons with disabilities in a timely manner, consistent with the specific requirements of the Act and its regulations.

This policy will be implemented in accordance with the time frames established by the Regulation.

### **ACCESSIBILITY PLAN**

Achēv will develop, maintain and document an Accessibility Plan outlining Achēv’s strategy to prevent and remove barriers from its workplace and to meet its requirements under the Regulation.

The Accessibility Plan will be reviewed and updated at least once every five years, and will be posted on Achēv’s website. Upon request, Achēv will provide a copy of the Accessibility Plan in an accessible format.

### **SELF-SERVE KIOSKS**

In the event Achēv utilizes self-service kiosks, Achēv will have regard to the accessibility for persons with disabilities when designing, procuring or acquiring the kiosks.



## **TRAINING EMPLOYEES & VOLUNTEERS**

Achēv will ensure that it provides training on the requirements of the accessibility standards referred to in the Regulation and will provide training on the Human Rights Code as it pertains to persons with disabilities, to:

- All its employees and volunteers;
- All persons who participate in developing Achēv's policies; and,
- All other persons who provide goods, services or facilities on behalf of Achēv.

The training will be appropriate to the duties of the employees, volunteers and other persons. Staff will be trained when changes are made to the accessibility policy. New staff will be trained upon commencement of employment. Achēv will keep a record of the training it provides

## **Information and Communication Standards**

### **FEEDBACK**

Achēv will continue to ensure that its process for receiving and responding to feedback is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communication supports, upon request.

### **ACCESSIBLE FORMATS & COMMUNICATION SUPPORTS**

Upon request, Achēv will provide, or will arrange for the provision of, accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs due to a disability.

Achēv will consult with the person making the request when determining the suitability of an accessible format or communication support.

Achēv will also notify the public about the availability of accessible formats and communication supports.

### **ACCESSIBLE WEBSITES & WEB CONTENT**

Achēv shall make its internet website and web content conform with the World Wide Web Consortium Web Accessibility Guidelines (WCAG) 2.0 initially at Level A and increasing to Level AA. By January 1, 2021 all internet website and web content backdated to 2012 will conform to WCAG 2.0 Level AA, except where this is impracticable in accordance with the Regulation.

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