

## Accessibility Standards for Information and Communication Procedure

### RATIONALE:

Hamilton-Wentworth District School Board (HWDSB) is committed to ensuring that people with disabilities have the same opportunity of access to our services in a similar way as these services are available to all others we serve.

### TERMINOLOGY:

*Information:* includes data, facts and knowledge that exist in any format, including text, audio, digital or images, and that conveys meaning.

*Communications:* means the interaction between two or more persons or entities, or any combination of them, where information is provided, sent, or received.

*Accessible formats:* include but are not limited to options such as large print, screen readers, braille, audio format, captioning.

*Conversion-ready:* is an electronic or digital format that facilitates conversion into an accessible format.

*WCAG:* refers to the World Wide Web Consortium Web Content Accessibility Guidelines.

### PROCEDURES:

#### 1.0 Responsibility

1.1 Supervisory Officers, Principals and Departmental Managers will ensure that all staff, volunteers and others providing services and programs on behalf of the board have received training in the requirements of the Integrated Accessibility Standards including the Standards related to Information and Communications.

1.2 Initial training will be completed by January 1, 2014.

#### 2.0 Feedback

2.1 HWDSB will ensure that its processes for receiving and responding to feedback are accessible to persons with disabilities.

2.2 Upon request, HWDSB will provide or arrange for the provision of accessible formats and/or communication supports to facilitate feedback.

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2.3 HWDSB will notify the public about the availability of accessible formats and communications supports with regard to its feedback processes.

2.4 The above provisions will be in place by January 1, 2014.

### **3.0 Procurement**

3.1 HWDSB and all its managers and school-based administrators will wherever practicable or required by law, incorporate accessibility criteria and features when procuring or acquiring goods and services, designing new systems or planning new initiatives that are related to the provision of information and communication services.

3.2 The above approach will be in place by January 1, 2013.

### **4.0 Provision of information and communications in accessible formats**

4.1 Upon request, HWDSB will provide, or arrange for the provision of, accessible formats and communication supports for persons with disabilities to facilitate their access to the services of HWDSB.

4.2 Accessible formats and communications supports will be provided in a timely manner that takes into account the person's accessibility needs and at a cost no greater than the regular cost charged to other persons.

4.3 HWDSB will determine the suitability of an accessible format or communication support and, in so doing, will consult with the person making the request.

4.4 HWDSB will notify the public, through websites, general publications and other relevant means, about the availability of accessible formats and communications supports.

4.5 HWDSB will ensure that the provisions of 4.0 are in place by January 1, 2014.

### **5.0 Accessible Websites**

5.1 HWDSB will ensure that, as of January 1, 2014, all new websites and web content on these sites will conform with the WCAG 2.0 at Level A.

5.2 HWDSB will ensure that, as of January 1, 2021, all its internet websites and web content will conform with WCAG 2.0 at Level AA.

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5.3 These requirements do not include Live Captions or Pre-recorded Audio Descriptions.

5.4 These requirements apply to:

5.4.1 websites and web content, including web-based applications, that HWDSB controls directly or controls through a contractual relationship that allows for modifications of the product;

5.4.2 web content published on a website.

5.5 Where HWDSB determines that meeting these requirements is not practicable, such determination will include consideration of:

5.5.1 the availability of commercial software or tools or both; and

5.5.2 significant impact on an implementation timeline that was planned or initiated before January 1, 2012.

### **6.0 Educational and training resources and materials**

6.1 HWDSB will, upon notification of need, provide educational or training resources or materials in an accessible format that takes into account the accessibility needs due to a disability of the person to whom the material is to be provided.

6.2 To do so, HWDSB will procure through purchase or obtain by other means an accessible or conversion-ready electronic format, where available.

6.3 If the resources cannot be procured or converted into an accessible format HWDSB will arrange for the provision of comparable resources.

6.4 HWDSB will, upon notification of need, provide information on the requirements, availability and descriptions of programs in an accessible format to persons with disabilities.

6.5 HWDSB will, upon notification of need, provide student records in an accessible format to persons with disabilities.

6.6 HWDSB will ensure these services are in place as of January 1, 2013.

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### **7.0 Training for Program/Classroom Staff**

- 7.1 HWDSB will ensure that all staff involved in program or course design, delivery and instruction will be provided with accessibility awareness training related to these responsibilities.
- 7.2 HWDSB will keep a record of the training provided including the dates on which training was provided and the number of individuals to whom training was provided.
- 7.3 The effective date for provision of this training is January 1, 2013.

### **8.0 School Libraries**

- 8.1 HWDSB will ensure that school libraries are able to provide, procure or acquire an accessible or conversion ready format of print resources upon request by a person with a disability.
- 8.2 The effective date of the provision in 8.1 is January 1, 2015.
- 8.3 HWDSB will ensure that school libraries are able to provide, procure or acquire an accessible or conversion ready format of digital or multimedia resources materials upon request by a person with a disability.
- 8.4 The effective date of the provision in 8.1 is January 1, 2020.