



<b>Policy:</b>	AODA: Information & Communications Policy
<b>Department of Ownership:</b>	Human Resources
<b>Effective Date:</b>	December 19, 2023
<b>Date Last Reviewed:</b>	December 15, 2023
<b>Scheduled Review Date:</b>	December 1, 2024
<b>Supersedes:</b>	All previous Policies and/or Statements
<b>Related Policies:</b>	AODA – Customer Service Policy; AODA – Employment Policy; AODA – Built Environment and Public Spaces Policy

## PURPOSE

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 communications services and materials for people with disabilities.

For reference, the AODA regulations can be found online at: [AODA Legislative Regulations](#)

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

Victoria University is committed to meeting the communication needs of people with disabilities. When asked, we will provide information and communications materials in accessible formats or with communication supports. This includes publicly available information about our products, services, and facilities as well as publicly available information for emergencies. We will consult with people with disabilities to determine their information and communication needs and the best way to accommodate those needs.

This Policy applies to Victoria University's operations in Ontario, Canada and to all Employees, Contractors or others performing work on behalf of Victoria University, in Ontario.

## DEFINITIONS

**Accessible Formats** – Include but are not limited to large print, recorded audio and electronic formats, braille, and other formats usable by persons with disabilities.



**Communication Supports** – Include but are not limited to captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

**Conversion Ready** – An electronic or digital format that facilitates conversion into an acceptable format.

## **GUIDELINES**

Victoria University is committed to applying the following standards as part of the IASR (Integrated Accessibility Standards Regulation):

### **Establishment of Accessibility Policies and Plans**

Victoria University will develop, implement, and maintain policies governing how it will achieve accessibility through these requirements.

### **Training Requirements**

Victoria University will provide training for its Employees and Contractors regarding the IASR and the Ontario Human Rights Code as they pertain to individuals with disabilities.

Training will be provided as soon as is reasonably practicable, but no later than six (6) months post employment start date. Training will be provided on an ongoing basis to new Employees and Contractors and as changes to Victoria University's accessibility policies occur.

### **Feedback Process**

Victoria University will ensure that all feedback processes (both internal and external) are made accessible to Clients, Employees and/or Contractors upon request.

In accordance with the AODA, Victoria University will make known the availability of accessible feedback formats.



### **Accessible Formats and Communication Supports**

Unless deemed unconvertible, Victoria University will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, upon request. Accessible formats and communication supports will be provided in a timely manner and at no additional cost to the individual.

Victoria University will take into account the person's accessibility needs when customizing individual requests and shall consult with the individual making the request to ensure suitability.

Victoria University will make the availability of accessible formats and communication supports publicly known.

### **Emergency Procedures, Plans or Public Safety Information**

Victoria University will ensure that all publicly available safety and emergency information (e.g., evacuation procedures, floor plans etc.) are provided in an accessible format or with appropriate communication supports, upon request.

### **Exceptions**

The Information and Communications Standard does not apply to:

- Products and product labels;
- Unconvertible information or communications; or
- Information that the organization does not control either directly or indirectly through a contractual relationship.

### **Unconvertible Information or Communications**

If it is determined, in consultation with the requesting party, that information or communications are unconvertible, Victoria University will ensure that the individual who made the request is provided with an explanation as to why the information/communications are unconvertible and a summary of the unconvertible information or communications.



Victoria University will classify information or communications as unconvertible where:

- It is not technically feasible to convert the information or communications; or
- The technology required to make the conversion is not readily available.

**Policy Administration & Annual Review**

The AODA – Information & Communications Policy will, at a minimum, be reviewed and updated as necessary on an annual basis.

If you have any questions or concerns about this Policy or its related procedures, please email Director, Human Resources at [vic.hr@utoronto.ca](mailto:vic.hr@utoronto.ca).

**POLICY HISTORY & APPROVALS**

NATURE OF CHANGE	VERSION NO.	DATE	RESPONSIBLE FOR CHANGE	RATIFIED/ APPROVED BY
Policy Creation	1.0	12/15/2023	Director, Human Resources	President