

Accessible Information & Communication Policy

Intent

Plan A provides accessible information and communications for persons with disabilities, in accordance with the *Accessibility for Ontarians with Disabilities Act, 2005* and its associated regulations. This policy sets out the standards for providing accessible information and communications.

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.

Guidelines

Plan A strives to provide information and communications to all in a format or manner that meets their needs. The company provides or arranges for the provision of accessible formats and communication supports for persons with disabilities upon request. This includes but is not limited to our feedback process and all publicly available safety and emergency information, such as evacuation procedures and floor plans. The company also ensures that our website and web content meet the standards required by the *Integrated Accessibility Standards Regulation* to enable accessible information and communications online.

The public is informed of the availability of accessible formats and communication supports by visiting our website at www.jointheteam.com. Requests for accessible formats or communication supports should be submitted to the Human Resource Manager by email at sudbury@jointheteam.com. The company consults with the individual making the request to ensure a suitable format or communication support is provided. Accessible formats and communication supports are provided in a timely manner and at a cost no more than the original format.

Exceptions

These standards do not apply to:

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

Unconvertible Information or Communications

Information or communications are classified as unconvertible where it is not technically practicable to convert them, or the technology required to make the conversion is not readily available. If Plan A determines that information or

communications are unconvertible, the company provides the individual who made the request with an explanation as to why and a summary of the information or communications.