



Accessibility Standard for Information & Communication

The Rainy River District Social Services Administration Board (RRDSSAB) will adhere to the Accessibility Standard for Information and Communications which will make our information accessible for people with disabilities.

The RRDSSAB is committed to creating and providing information and communications (including invoices, order forms, flyers, brochures, etc.) in ways that are accessible to people with disabilities. If there is a determination that it is not technically feasible to convert the information or communications, or the technology to convert the information or communication is not readily available, that person who requires the information will be provided with an explanation as to why the information or communications are not convertible; and a summary of the unconvertible information or communications. With the implementation of the Customer Service Standard in 2012, documents can be made available in accessible formats, such as large print, upon request.

Feedback

The RRDSSAB implemented a feedback process in 2012 in compliance with the Customer Service Standard. The RRDSSAB recognizes that receiving feedback provides a valuable opportunity to learn and improve. The RRDSSAB recognizes the rights of clients/customers to offer a suggestion, make a complaint, or compliment us on the way we provide goods or services. This will also assist us with monitoring and improving our services.

Clients/customers are invited to provide their feedback on the way we provide our goods and services to persons with disabilities in the following ways:

- In person
- By telephone
- In writing
- Electronically by email: feedback@rrdssab.on.ca

The following requirements below will be phased in between 2014 and 2021.

Emergency Information

The RRDSSAB will provide its emergency procedures, plans and public safety information which is made available to the public, in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

When accessible formats and communication supports are requested, the RRDSSAB will consult with the individual making the request to determine the most appropriate method.

The RRDSSAB will provide notification to the public about the availability of accessible formats and communication supports.

Accessible Formats and Communication Supports

The RRDSSAB will provide or arrange for the provision of accessible formats and communication supports for all information for persons with disabilities:

- Upon request, in a timely manner that takes into account the person's accessibility needs due to a disability;
- At a cost that is no more than the regular cost charged to other persons; and
- In consultation with the person making the request to determine the suitability of an accessible format or communication support.

Accessible format or communication support:

These may include, but are not limited to, large print, accessible electronic formats, accessible recorded audio, captioning or audio description and exchanging written notes or reading information aloud.

Website Accessibility

For any major updates of the website or development of new website by the RRDSSAB, the web content will conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A. By **January 1, 2021** all internet websites and web content will conform to WCAG 2.0 Level AA.

What are the WCAG guidelines?

WCAG guidelines explain how to make web content more accessible to people with disabilities. Web content generally refers to the information on a web page or a web application, including, but not limited to text, images, and forms.