FLOWER CITY

BRAMPTON.CA

STANDARD OPERATING PROCEDURE

Effective:

Review Date:

Accessibility–Information & Communications

Department: Legislative Services
Division: City Clerk's Office
Section: Accessibility
Approved By: Peter Fay, City Clerk, <mark>Month, Day, Year</mark>

Purpose:

The purpose of the Accessibility – Information and Communications Standard Operating Procedure is to outline the requirements of the Information and Communications Standard established in the *Integrated Accessibility Standards Regulation (IASR)* under the *Accessibility for Ontarians with Disabilities Act* (AODA).

The Information and Communications SOP will provide the greatest level of access to all of the City's public information and communications. This procedure will also establish accessibility standards and requirements for creating, providing, and receiving information and communications so that it is accessible for individuals of all abilities.

Scope:

This procedure applies to City Council, employees, volunteers and those providing a good, service, program or facility on the City's behalf.

Definitions & Acronyms:

Accessible: A product, device, information, technology, service, facility or public space that provide for independent, equitable and dignified access for all, including but not limited to those with visual, auditory, sensory, cognitive and mobility related disabilities.

American Sign Language: The primary language of the deaf community in North America. It uses a combination of hand movements, facial expressions, and body posture.

Record Owner: Department head, responsible for ensuring business processes comply with the Information Management Policy and current records management best practices.

Note: This SOP is to be read in conjunction with the Accessibility Policy, and additional definitions are available within the policy document.

FLOWER CITY

BRAMPTON.CA

STANDARD OPERATING PROCEDURE

Accessibility–Information & Communications

Effective:

Review Date:

Procedure:

Feedback

The City welcomes public feedback on the accessibility of its programs, services and facilities. The City has a feedback process in place for receiving and responding to feedback, including feedback on how information and services are delivered to individuals with disabilities. The details of the feedback process are identified in the *Integrated Accessibility Standards Regulation, Ontario Regulation* 191/11, s. 11 and outlined in the City of Brampton's **Customer Service Statement of Procedures.**

Alternate Formats and Communication Supports

The City of Brampton is committed to providing alternate formats for all online and published content.

Alternate Format Request Process:

- Alternate format requests can be made in person, via email, by telephone, by submitting the online form available on the City's website, or by contacting the accessibility team at **Accessibility@brampton.ca**;

- When an alternate format is requested, the Accessibility Coordinator, in collaboration with the Record Owner, will consult with the person making the request to determine which format or support is best suited to the individual's needs and action the request accordingly, in a reasonable amount of time;

- All alternate format requestsare available at a cost that is no more than the regular cost charged to other persons in accordance with the City's User Fee By-Law. Alternate formats and communication supports may include but are not limited to American Sign Language, large print, captioning, software, screen readers etc.

- The provision of documents in alternative format must be provided by the Record Owner, who is responsible for any costs incurred.

- If the format requested cannot be provided or is unconvertible, the City will provide an explanation to the requestor, as to why the alternate format cannot be provided. A summary of the information/communication must also be provided. Other options/formats should be explored in consultation with the requestor; and,

FLOWER CITY

BRAMPTON.CA

STANDARD OPERATING PROCEDURE

Effective:

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Accessibility–Information & Communications

- All public documents must include the ""alternate formats available upon request" wording and if possible a link to the **Alternate Format form** on the City's website.

Communication Supports include:

- Reading information aloud to a person directly;
- Exchanging handwritten notes or providing a note taker or communication assistant;
- Captioning or audio description;
- Assistive listening systems;
- Augmentative and alternative communications methods and strategies, such as use of letter, word or picture boards and devices that speak out;
- Sign language interpretation (spoken word transferred to a visual sign language by an interpreter) and intervener services (tactile communication system for persons who are deaf/blind); and,
- Repeating, clarifying or restating information.

Emergency Procedure, Plans or Public Safety Information

The City shall make information regarding emergency procedures, plans or public safety information available to the public and in an alternate format upon request, in a timely manner.

Accessible Websites and Web Content

The Accessible websites and web content section under the *Integrated Accessibility Standards (191/11, s. 14)* requires all web content, internet and intranet websites owned and controlled by the City of Brampton to be accessible and compliant with the current World Wide Web Consortium's (W3) Web Content Accessibility Guidelines (WCAG) 2.0 Level AA in accordance with the schedule outlined in the IASR.

The City endeavours to meet WCAG 2.0 level AA accessibility standards. All departments that manage their own content on the City's website or create documents, are responsible for ensuring accessibility of the content based on approved procedures, standards and guidelines, with support from the Digital Innovation & Information Technology Team; the Strategic Communication department; and the Accessibility Team.

The City uses the following tools to ensure compliance:

- SiteImprove:
  - Monitors many things, including:
    - Content quality and accuracy;
    - Ease of language;
    - Accessibility errors;

- Broken links;
- Misspelled words; and,
- Components that developers need to fix.
  - Educating and raising awareness of accessibility for web publishers, by means of reports to content publishers.
  - SiteImprove also offers training, including webinars etc.
  - Provides insights to direct conversations with Strategic Communications team re: branding, colours and language.

- Software:
  - The City uses tools including SharePoint in which accessibility requirements are embedded in the software.
  - Content editor functionality can be used to add headings, subheadings, etc. to ensure content structure meets requirements.
  - Styles for links, colours, backgrounds etc. meet accessibility standards and cannot be modified at will by anyone in the organization.

- Digital Academy:
  - Online learning channel with various videos and training tools made available by Microsoft learning regarding accessibility, and why it is important.
  - Microsoft Word Accessibility Checker tools.
  - Training materials for staff are available on Accessibility Service Card, including: **Accessibility at the City of Brampton, Communications and Website Overview**.

- Checklist for Web Content Publishers:
  - **Web Content Guidelines for SharePoint 2010** is available in the Corporate Library, including creating and publishing accessible content on SharePoint 2010. This document includes information on:
    - Tips for writing web content;
    - Publishing sites and web pages; and,
    - Search engine optimization.

At times, the City is unable to meet WCAG 2.0 requirements. The City has a roadmap to replace some of the tools to make the software more accessible in the future. Existing issues and concerns are handled on a case by case basis. To address concerns, staff should contact Accessibility@brampton.ca.

Public Documents

The general guidelines identified below should be applied when creating documents or presentations:

FLOWER CITY

BRAMPTON.CA

STANDARD OPERATING PROCEDURE

Accessibility–Information & Communications

Effective:
Review Date:

- **Contrast** – use high contrast colours for text and background (e.g. black or dark blue on white)
- **Type Colour** – printed material is most readable in black and white
- **Point Size** – keep text larger, preferably between 12 and 18 points. Use a mix of upper and lower case letters for easier reading.
- **Leading** – leading is the space between lines of text and should be at least 25 to 30 per cent of the point size
- **Font Family and Font Style** – Use standard sans serif fonts with easily-recognizable upper and lower case characters (e.g. Arial and Verdana)
- **Font Heaviness** – use fonts with medium heaviness and avoid light type with thin strokes
- **Letter spacing** – choose a monospaced font (e.g. Arial and Verdana) rather than one that is proportionally spaced (e.g. Times New Roman).
- **Margins and Columns** - separate text into columns to make it easier to read, use wide binding margins or spiral bindings, flat pages work best when using vision aids such as magnifiers
- **Paper Finish** – use a matte or non-glossy finish to reduce glare, avoid placing text on top of watermarks or complicated background designs
- **Clean Design and Simplicity** – use distinctive colours, sizes and shapes in the design of covers of materials to make them easier to distinguish

This doesn't include not putting text over watremarks/graphics

Charges/ Fees

Individuals requesting the City provide information in an accessible format will be charged the equivalent fee, based on the original format, for each alternate format requested. For specific fee rates, refer to the User Fee By-law 380-2003, as amended.

The City will continue in its efforts to improve the level of accessibility for municipal services and facilities for all. It is intended that the policy will be subject to periodic review and amendment, in order that the City may continuously improve processes in support of this policy. Any proposed changes being recommended by staff will be brought to the Accessibility Advisory Committee to be reviewed and endorsed.

Monitoring and Compliance

Accountability for the application of this Standard Operating Procedure lies with the department(s) responsible for individual programs, services and facilities.

FLOWER CITY

BRAMPTON.CA

STANDARD OPERATING PROCEDURE

Accessibility–Information & Communications

Effective:

Review Date:

All people leaders are responsible for the execution of customer service initiatives under the *IASR*, including monitoring performance and regularly coaching employees to meet the City's objectives.

Related Documents:
Accessibility at the City of Brampton, Communications and Website Overview
Accessibility Policy
Accessibility Feedback Form
Alternate Format Request Form
User Fee By-law
Web Content Guidelines for SharePoint 2010

Accountability:

Accessibility is a shared responsibility, and everyone has a part to play in making the City accessible to residents, visitors, and co-workers, as described in the following roles and responsibilities.

People Leaders/ Managers
- Ensure resources and budget is available to convert information into an accessible format upon request;
- Ensure content posted to the web is in an accessible format; and,
- Ensure new software applications are compliant with WCAG 2.0 requirements whenever possible.

Employees, Volunteers and Third Parties
- Maintain compliance with this Policy;
- Be familiar with their rights and responsibilities under this Policy;
- Create information in an accessible format whenever possible; and,
- Receive and respond to feedback and alternate format requests in a timely manner.

Contacts:			
Name	**Role**	**Department/Area**	**Contact #**
Janice Adshead	Deputy Clerk	City Clerk's Office, Accessibility	905-874-2109
Shant Goswami	Accessibility Coordinator	City Clerk's Office, Accessibility	905-874-2184

STANDARD OPERATING PROCEDURE

FLOWER CITY

BRAMPTON.CA

Accessibility–Information & Communications

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Sylvia Ingham	Clerk, Access & Inclusion	City Clerk's Office, Accessibility	905-874-2110

Director(s) Approval – Version Number X			
Director(s) name/Title	**Dept**	**Date Approved**	**Signature**
Peter Fay, City Clerk	Legislative Services		