

TYPE OF POLICY: ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, O.Reg 429/07

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Policy No. AODA 1.2

**NAME OF POLICY**

- Alternative Format Documents

**PROCEDURES**

- Statement of availability of alternative formats
- Types of alternative formats available
- Requesting an alternative format
- Providing alternative format documents

**TARGET GROUP**

- All Employees

COUNCIL APPROVAL: 08-28-09

EFFECTIVE DATE: 01-01-10

SUPERCEDES

**POLICY**

The Corporation of the County of Northumberland is committed to providing accessible information and communications to all of our customers.

The County recognizes that people with disabilities often use methods other than standard print to access information.

It is the policy of the Corporation of the County of Northumberland to provide any correspondence, invoices and other documents in an alternative format upon request.

**OBJECTIVE(S)**

The objective of this policy is to:

- Describe the process for requesting and providing alternative format documents

**PROCEDURES**

Statement of availability of Alternative Format documents

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<b>NAME OF POLICY</b> <ul style="list-style-type: none"> <li>Alternative Format Documents</li> </ul>	<b>PROCEDURES</b> <ul style="list-style-type: none"> <li>Statement of availability of alternative formats</li> <li>Types of alternative formats available</li> <li>Requesting an alternative format</li> <li>Providing alternative format documents</li> </ul>	<b>TARGET GROUP</b> <ul style="list-style-type: none"> <li>All Employees</li> </ul>
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All correspondence, invoices and other documents distributed by the County of Northumberland to the public will indicate that alternative format documents are available upon request. The following statement will be including in all documents:

“The County of Northumberland strives to provide information in a format accessible to all people. Complete a request form available at all service counters and online at [northumberlandcounty.ca/accessibility](http://northumberlandcounty.ca/accessibility) or contact the Compliance Coordinator at (905) 372-3329 ext. 2343 or 1 (800) 354-7051 to request an alternative format”.

Types of Alternative Formats Available

The types of alternative formats available include:

- Large Print
- Hard copy or email
- Audio format such as cassettes or digital audio
- Simplified summaries

Requesting an Alternative Format Document

The County shall provide any correspondence, invoices or documents available to the public, or the information contained within, in an alternative format upon request.

An alternative format can be requested by completing the request form available at all County service counters, online or by contacting the Compliance Coordinator. The Compliance

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Coordinator will forward the request on to the department responsible for creating the original document.

Please see Appendix 1.2A for Alternative Format Request Form template.

Providing Alternative Format Documents

When providing a document requested by a person with a disability, the County will provide an alternative format that takes into account the particular individual's communication needs.

When a request is made from a person with a disability for a document in a different format, discussion regarding what options they have available will take place and be mutually agreed upon.

Alternative formats will be provided within a reasonable time frame (no longer than 10 business days).