**AODA – Integrated Accessibility Standards Regulation (IASR) Information and Communications Policy**

**Intent**

This policy applies to the provision of accessible employment services for persons with disabilities, in accordance with O. Reg. 191/11 *Integrated Accessibility Standards* (IASR) under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA).

All employment services provided by The Lamb Company will follow the principles of dignity, independence, integration, and equal opportunity.

Establishment of Accessibility Policies and Plans

The Lamb Company will develop, implement, and maintain policies governing how it will achieve accessibility through these requirements.

The Lamb Company will include a statement of its commitment to meeting the accessibility needs of persons with disabilities in a timely manner in its policies. These documents will be made publicly available in an accessible format upon request.

The Lamb Company will establish, implement, maintain, and document a multi-year accessibility plan outlining its strategy to prevent and remove barriers and meet its requirements under the IASR. Accessibility plans will be made available in an accessible format upon request and will be posted on our website.

The Lamb Company will review and update its accessibility plan once every five years and will establish, review, and update our accessibility plans in consultation with persons with disabilities or an advisory committee. Annual status reports will be prepared that will report on the progress of the steps taken to implement The Lamb Company’s accessibility plan.

The Lamb Company will complete and submit all regulated Accessibility Compliance reports.

Training Requirements

The Lamb Company will provide training for its employees regarding the IASR accessibility requirements and Ontario’s *Human Rights Code* as they pertain to individuals with disabilities.

Training will be provided as soon as is reasonably practicable. Training will be provided regularly to new employees and as changes to The Lamb Company’s accessibility policies occur.

Records

The Lamb Company will maintain records of the training provided, when it was provided, and the number of employees who were trained.

**Feedback Process**

The Lamb Company will ensure that all feedback processes, both internal and external, are made accessible to clients, customers, and employees upon request.

In accordance with the customer service standards, The Lamb Company will make known the availability of accessible feedback formats.

**Accessible Formats and Communication Supports**

Unless deemed unconvertible, The Lamb Company 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.

The Lamb Company will take into account the person’s accessibility needs when customizing individual requests and will consult with the individual making the request to ensure suitability.

The Lamb Company will make the availability of accessible formats and communication supports publicly known.

**Accessible Websites and Web Content**

The Lamb Company will ensure that our website and web content conform to the Web Content Accessibility Guidelines 2.0 (WCAG) as outlined in the IASR, and will refer to the legislation for specific compliance deadlines and requirements.

Unconvertible Information or Communications

If it is determined in consultation with the requesting party that information or communications are unconvertible, The Lamb Company will ensure that the individual who made the request is provided with an explanation and a summary of the information.

The Lamb Company will classify information or communications as unconvertible where:

* It is not technically practicable to convert; or
* The technology required to make the conversion is not readily available.

**Review**

This policy will be reviewed regularly to ensure that it reflects The Lamb Company’s current practices and legislative requirements.

**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.