ACCESSIBILITY MATTERS!

So much of our world today is about Information and Communications...from chatting with your children......to reaching out to colleagues.

But imagine what it would be like if all of those lines of communication suddenly became blocked. If, when surfing the Internet, some pages just don't work. When you open up a document that contains information you need, it's unreadable. Let's not create information or communication barriers! Consider some best practices to be accessible to those with disabilities. **It benefits us all!**

ALTERNATE FORMATS & COMMUNICATION SUPPORTS

Alternatives to standard print are often referred to as Accessible Formats and ways to help communication between people are referred to as Communication Supports. These formats include audio, braille, electronic or large print versions of standard print such as educational material, textbooks, information leaflets, and even people's personal bills and letters.

LEGISLATION - O. REG. 191/11, S. 12 (1)

When requested, the Town must provide information and communications in an accessible manner to people with disabilities;

➢ in a timely manner that takes into account the person's accessibility needs
➢ and at a cost that is no more than the regular cost charged to other persons.

CUSTOMER SERVICE

Assisting someone maybe be as easily as reading written information to a person directly, enlarging print with a magnify glass or using the photocopier. Words may be difficult to understand. Write information in plain language, draw, use sign language or handwrite notes instead of spoken words. Assist by filling out a document or a cheque for someone who has difficulty with fine motor skills or problem writing.

ACCESSIBLE DOCUMENTS

An accessible document is usable by all people, regardless of their ability. Characteristics of accessible documents include:

➢ Larger (12 point), sans serif font (Arial) and maintains high contrast;
➢ Uses built-in styles and templates;
➢ Emphasizes text in bold and not with italics, underlining and colour to differentiate text;
➢ Uses alternate text when images are used;

Think "Accessibility" when you are creating documents, powerpoint presentations, emails and even social media posts.