



Muslim Community Services

197 County Court Blvd, Suite 303

Brampton, ON L6W 4P6

Tel: (905) 790-1910 Fax: (905) 790-3866

Integrated Accessibility Standards Regulation (IASR) Information and Communications Policy

Intent

This policy is intended to meet the requirements of the [Integrated Accessibility Standards, Ontario Regulation 191/11](#) for the Information and Communications Standard set forth under the [Accessibility for Ontarians with Disabilities Act, 2005](#). This policy applies to the provision of information and communications services and materials for people with disabilities.

All information and communications materials and services provided by Muslim Community Services (MCS) shall follow the principles of dignity, independence, integration and equal opportunity.

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.

General Requirements

General requirements that apply across all of the five (5) standards (information and communication, employment, transportation, design of public spaces, and customer service) are outlined as follows.

Establishment of Accessibility Policies and Plans

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

MCS 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.

MCS will incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities. The only exception is in cases where it is impracticable to do so.

Training Requirements

MCS will provide training for its employees and volunteers regarding the IASR and the [Ontario Human Rights Code](#) as they pertain to individuals with disabilities. Training will also be provided



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to individuals who are responsible for developing MCS's policies, and all other persons who provide goods, services or facilities on behalf of MCS.

Training will be provided as soon as is reasonably practicable. Training will be provided on an ongoing basis to new employees and as changes to MCS's accessibility policies occur.

Records

MCS will maintain records on the training provided, when it was provided and the number of employees that were trained.

Accessible Formats and Communication Supports

Unless deemed unconvertible MCS 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.

MCS will take into account the person's accessibility needs when customizing individual requests and shall consult with the individual making the request to ensure suitability.

Exceptions

The Information and Communications Standard does not apply to:

- Products and product labels;
- Unconvertible information or communications; or
- Information that the organization does not control either directly or indirectly through a contractual relationship.

Unconvertible Information or Communications

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

MCS 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.



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Review

This policy will be reviewed regularly to ensure that it is reflective of MCS's current practices and legislative requirements.