

**INFORMATION AND COMMUNICATION**

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**Policy Statement**

Autism Services Inc. is committed to making all materials and communications which they produce for release to the public whether produced in house or on behalf of ASI accessible in accordance with the Integrated Accessibility Regulation developed under the Accessibility for Ontarians with Disabilities Act (AODA), 2005.

Upon request, ASI will provide or will arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs due to disability.

ASI will consult with the person making the request in determining the suitability of an accessible format or communication support.

ASI will notify the public about the availability of accessible formats and communication supports.

All employees, volunteers, any other persons acting on behalf of ASI and persons involved in the creation of ASI's policies are responsible for adhering to and following the commitments set out in this policy.

**Procedures**

ASI recognizes that people with disabilities may use alternative methods to access information or services and will endeavour to provide services in an alternative format upon request. Accordingly, it has developed a process and form for families to request accessible information and communications that meets their needs.

The process is as follows:

1. An alternative format can be requested by completing an alternative format or communication support request form (AS #1.2 Appendix A).
2. This form will be available on ASI's website and at the ASI office located at 3640 Wells St., Windsor, ON.
3. The completed form can be emailed, faxed, mailed or hand delivered to the office of ASI.
4. ASI staff will ensure these requests are dealt with in a timely manner and that the response fits the need of the person making the request. The request must be dealt with within (48 hours).

ASI has identified as unconvertible the following information: any information that our organization does not directly control.

ASI will not impose any additional charge for information provided in accessible formats.

### **Alternative Format or Communication Support Request Form**

ASI aims to meet information and communications delivery expectations for all of its families, including those with disabilities. Our organization welcomes comments on the best way to provide our information and communications in a format or with the use of communication supports that fits the needs of our families.

We will respond either in writing, by email or by telephone acknowledging the receipt of your request and outlining the action(s) to be taken and when. ASI will endeavour to respond in a format that meets your needs.

### **Emergency Response Procedures, Plans or Public Safety Information**

ASI will ensure that any emergency response procedures, plans or public safety information made available to the public will be provided in an accessible format and/or with communications supports, upon request, as soon as is practicable following the request.

ASI will provide notice to the public of the availability of such accessible formats and/or communication supports for these procedures, plans and information.

When requested to do so, ASI will strive to provide these procedures, plan, and information in accessible formats and/or with communications supports in a timely manner, and through consultation with the person with a disability who has made the request, in order to determine an accommodation that can meet their communication needs.

If the information cannot be converted into an accessible format, ASI will provide the individual who has requested the information with the reason why the information cannot be converted and will offer to provide a summary of the data in an accessible format as determined through consultation with the person who has made the request.

ASI asks all individuals who may need assistance in an emergency to identify themselves to the staff. Once an individual has identified themselves, the staff will work with the individual to develop a personal emergency plan that includes specific evacuation procedures, sheltering procedures and means of communication in the event of an emergency in a format that meets the needs of that individual.

ASI is committed to training its employees to identify and assist persons who may need assistance in an emergency. If there is an immediate threat on the premises that requires evacuation, the staff will assist persons who require assistance as set out in the emergency response plan and/or safety information.

### **Accessible Website and Web Content**

Internet websites and web content controlled directly by ASI shall conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0.

Accessibility Standard AS#1.2

ASI will proactively assess its website and web content to identify, remove and prevent barriers to ensure online information and communications in the organization are accessible for all customers.

This policy is available in an alternative format upon request.