



**DURHAM CATHOLIC
DISTRICT SCHOOL BOARD**
Learning and Living in Faith

ADMINISTRATIVE PROCEDURE – AP434-8

Accessible Information and Communications

Area: Operations
Policy Reference: Accessibility (PO434)

Approved: November 11, 2013
Revised: August 10, 2026

1. Purpose

The purpose of this administrative procedure is to ensure that the Durham Catholic District School Board (“the Board”) provides information and communications that are accessible to all individuals, including persons with disabilities, in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and Ontario Regulation 191/11: Integrated Accessibility Standards (IASR).

The Board is committed to ensuring that persons with disabilities have equitable access to information and communications, in a timely manner.

2. Definitions

Accessible Formats (*Ontario Regulation 191/11: Integrated Accessibility Standards*) – include but are not limited to large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.

Communications (*Ontario Regulation 191/11: Integrated Accessibility Standards*) – the interaction between two or more persons or entities, or any combination of them, where information is provided, sent, or received

Communication Supports (*Ontario Regulation 191/11: Integrated Accessibility Standards*) – may 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 Formats (*Ontario Regulation 191/11: Integrated Accessibility Standards*) – an electronic or digital format that facilitates conversion into an accessible format.

Information (*Ontario Regulation 191/11: Integrated Accessibility Standards*) – includes data, facts and knowledge that exists in any format, including text, audio, digital or images, and that conveys meaning.

3. Procedures

3.1 Training

- 3.1.1 The Chief Executive Officer or designate shall ensure that all employees, volunteers, and other persons providing services and/or programs on behalf of the Board receive training on the AODA and IASR requirements related to information and communications, and the Ontario Human Rights Code as it relates to persons with disabilities.
- 3.1.2 Training shall be appropriate to the role of the individual.
- 3.1.3 The Board shall maintain records of trainings, including dates and the number of individuals trained.

3.2 Accessible Feedback Processes

3.2.1 The Board shall:

- a) ensure that its processes for receiving and responding to feedback are accessible to persons with disabilities;
- b) upon request, provide or arrange for accessible formats and/or communication supports to facilitate feedback;
- c) consult with the individual making the request to determine suitable formats or supports;
- d) notify the public about the availability of accessible formats and communications supports with regard to its feedback processes.

3.3 Accessible Formats and Communications Supports

3.3.1 The Board shall:

- a) provide or arrange for accessible formats and communication support upon request in a timely manner;
- b) ensure that such formats are provided at no additional cost beyond that charged to other participants or persons;
- c) consult with the person making the request to determine suitability;

- d) notify the public of the availability of accessible formats and communication supports through websites, publications, and other communications.

3.3.2 If the Board determines that information cannot be converted, the Board shall:

- a) provide an explanation as to why the information cannot be converted
- b) provide a summary of the information in an accessible format.

3.4 Emergency Procedures and Public Safety Information

3.4.1 The Board shall provide accessible formats and communication supports for emergency procedures, plans, and public safety information upon request.

3.5 Procurement

3.5.1 The Board shall incorporate accessibility criteria and features when procuring or acquiring goods, services, or facilities, except where it is not practicable to do so.

3.6 Accessible Websites and Web Content

3.6.1 The Board shall ensure that all websites and web content conform to World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level AA in accordance with IASR requirements. These requirements do not include live captions, pre-recorded audio descriptions, or archived website content.

3.6.2 The Board shall monitor and review digital accessibility on an ongoing basis.

3.7 Educational and Training Resources

3.7.1 The Board shall:

- a) provide educational or training resources and materials in accessible formats upon request;
- b) procure or obtain accessible or conversion-ready formats where available;
- c) provide comparable resources if the materials cannot be converted.

3.8 Student and School Information

3.8.1 The Board shall, upon request:

- a) provide program information availability, and descriptions in accessible formats;
- b) provide student records in accessible formats;

- c) ensure timely access to information that supports student participation and success.

3.8.2. The Board shall ensure:

- a) that school libraries provide, procure, or acquire accessible or conversion-ready formats of print, digital, and multimedia resources upon request;
- b) that accessibility considerations are integrated into program design, delivery, and communications;
- c) staff responsible for content creation, instructional delivery, and communications receive appropriate accessibility training.

3.9 Public Notification

3.9.1 The Board shall:

- a) inform the public of the availability of accessible formats and communication supports in a clear and accessible manner;
- b) ensure that notices are prominently posted on the Board website and included in key communications.

4. Sources

- 4.1 [Accessibility for Ontarians with Disabilities Act \(AODA\)](#)
- 4.2 [Ontario Regulation 191/11: Integrated Accessibility Standards](#)
- 4.3 [Ontario Human Rights Code](#)

5. Appendices

Nil

6. Related Policies and Administrative Procedures

- 6.1 [Accessibility Policy \(PO434\)](#)