



Accessible / Alternative Formats and Communication Supports Policy and Procedures

Ottawa and GTA Divisions

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Accessible/Alternative Formats and Communication Supports Policy and Procedures

1. Commitment

Mattamy Homes is committed to accessibility and to making reasonable efforts to provide its communications, information and feedback process to persons with disabilities in alternative formats or through communication supports upon request as required by the Information and Communications Standard (hereafter referred to as the Standard), under the Accessibility for Ontarians with Disabilities Act (AODA).

2. Definitions

"Accessible formats" may include, but are not limited to, large print, recorded audio and electronic formats and other formats usable by persons with disabilities.

"Communication supports" may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

"Information" includes data, facts and knowledge that exists in any format, including text, audio, digital or images, and that conveys meaning.

3. Application

This policy and its procedures apply to documents and information including the feedback process, made available by Mattamy Homes, if Mattamy Homes controls the material either directly or indirectly through a contractual relationship.

4. Exceptions

Mattamy Homes will strive to make reasonable efforts to provide accessible information and communications to persons with disabilities, however exception exist. Exceptions include the following reasons:

- It is not technically feasible to convert the information or communication;
- The technology required to convert the information or communication is not readily available;
- Mattamy Homes does not control the information directly or indirectly through a contractual relationship; or
- The materials are exempt from the conversation requirements of the Standard, such as product labels.

If Mattamy Homes determines that information or communications cannot be converted into an alternative format or provided through communication supports the reasons for this will be explained to the individual who is making the request and he/she will be provided with a summary of the information or communications being requested. The format of the summary will be determined in consultation with the individual and provided in a method that considers his/her disability. For example, the summary may be provided in large print, plain language, read and explained to individual, or provided in another reasonable format.

5. Considerations for Determining Reasonable Effort

When determining any form of reasonable accommodation staff and others will address the matter with the individual and consider the effect of the accommodation on the ability of others to access services and opportunities in their intended manner, health and safety; the costs of the accommodation as they relate to undue hardship; and the principles of integration, equality of opportunity, and respect for dignity and independence.

6. Providing Accessible/Alternative Formats and Communication Supports

Mattamy Homes is pleased to provide accessible formats and communication support for its information, communications and feedback process to persons with disabilities upon request. Examples of information and communications provided by Mattamy Homes includes, but are not limited to, brochures, manuals, purchaser's agreements, speeches, and so on.

a. Common Accessible / Alternative Formats

Accessible or alternative formats include a wide range of information formats and communication supports.

Common Accessible or Alternative Formats include:

- Accessible Adobe Acrobat PDF.
- Audio Format such as CD.
- Electronic Text
- HTML
- Large Print (16 point or larger)
- Accessible Website (Providing information on accessible websites)

Common modifications to documents to improve accessibility for persons with visual disabilities include:

- Changing font size and style
- Changing foreground and background colours
- Changing the spacing between characters, words and lines

Future changes in technology and the communication needs of persons with disabilities may result in changes to these procedures.

7. Providing Notice of the Availability of Accessible/Alternative Formats

Information about the availability of alternative formats and communication supports for Mattamy Homes' information and communications materials and feedback process will be provided in multiple formats including printed notices, verbally by staff when becoming aware that alternative format or communication support may be required by an individual, on the Mattamy Homes intranet, and on its website. Notices will follow clear print guidelines, such as the use of large clear print and contrasting colours between the text and its background.

8. Requesting Accessible / Alternative Formats

a. Contact Department Managers

Persons requesting information in alternative formats will be directed to the managers of the department responsible for the information or communications they require, such as the manager of the Sales Office, the Design Centre, and so on.

Department managers will discuss the request with the individual involved to determine a reasonable format for the material.

After the manager and the individual with the disability agree upon a reasonable format, department managers will complete the *AODA Customer Service Accommodation and Alternative/Accessible Format Request Form*. Managers will then proceed to process the request in a timely manner.

b. Contact Area Offices

Individuals who require information in alternative formats can contact Mattamy Homes Area Offices for assistance. The individual will be connected with the applicable department manager who will discuss reasonable and suitable formats with them and complete the *AODA Customer Service Accommodation and Alternative/Accessible Format Request Form*. The Customer Relations Department will work with the applicable department to address the request.

Greater Toronto Area

Mail: Accessibility, Customer Care Department
2360 Bristol Circle, Oakville, ON L6H 6M5
Phone: 1- (877) MATTAMY (628-8269)
Email: CustomerCare.GTA@mattamyhomes.com
Website: www.mattamyhomes.com/ContactUS/

Ottawa and Surrounding Area

Mail: Accessibility, Director of Customer Relations
50 Hines Road, Suite 100, Ottawa ON, K2K 2M5
Phone: (613) 831-3537
Email: Ottawa.CustomerCare@mattamycorp.com
Website: www.mattamyhomes.com/ContactUS/

9. Conversion Process Timeframe

Mattamy Homes respects the rights of all persons to access information and will respond to requests for alternative formats promptly. Converting information and communications for individuals with disabilities will be given a high priority.

The timeframe for alternative format conversions will vary depending on the format chosen, the size and complexity of the document, the quality of source documents, and the number of documents to be converted.

10. Inform Persons with Disabilities of the Progress of their Request

Staff, contractors or agents who are responsible for providing the documents in alternative formats will keep the individual informed of the progress of their request.

11. Conversation Costs

In keeping with the principle of equality of opportunity for persons with disabilities, Mattamy Homes will absorb the costs associated with converting and distributing its materials to alternative formats for individuals with disabilities. Individuals with disabilities will not be charged a greater cost for alternative formats than the cost charged to others for information or communications in regular formats.

12. Agents, Contractors and Suppliers

Agents, contractors, suppliers or others who provide and control information or communications directly or indirectly, will be responsible for the costs and distribution of their information and communications materials in alternative formats for persons with disabilities. Information and communications provided by agents, contractors, suppliers or others may include, but not be limited to information or communications pertaining to their products, services or other information.

13. Privacy and Discretion Regarding Customer Information

The privacy of persons with disabilities will be respected. Personal information including information pertaining to the nature of an individual's disability will be kept confidential. Staff and others acting on behalf of Mattamy Homes will be informed on a need-to-know basis only.

Appendix

Alternative Format Resources

Accessible IT - Creates accessible documents specializing in Accessible PDFs.
<http://www.accessibilit.com>

Crawford Technologies - Creates accessible documents in Braille, Large Print, Audio CD, eText CD
<http://www.crawfordtech.com>

T Base - Creates accessible documents in Braille, Large Print, Accessible PDF, Audio, e Text, and Accessible Websites
<http://www.tbase.com>

Canadian Hearing Society - Sign Language Interpretation Services, CART (Real-time translation of speech to text for meetings, presentations etc.)
http://www.chs.ca/index.php?option=com_content&view=article&id=40&Itemid=54&lang=en