

Accessible Information & Communications Action Plan

The following steps below will assist you in creating an accessible information & communications action plan for your organization. Use the online *AODA Compliance Wizard* resource to help you find out exactly what your organization must do and what timelines to follow to become compliant with the standard.

NOTE: The links to the Wizard and all other resources listed below are provided in the Webinar Resources – Information & Communications Standard document located in the Information & Communications Standard Webinar Resources Folder.

Information & Communications Standard

REQUIREMENT	POINTS TO CONSIDER FOR IMPLEMENTATION
<p>1 Provide accessible formats and communication supports on request</p>	<ul style="list-style-type: none"> • How will you respond to requests for accessible formats? • What barriers to information currently exist? • What policies, practices and procedures can be created or revised to remove the barriers? • What information is an exception under the requirement? • How will you notify employees of the process for providing accessible formats? • What training is required? For who? What content? How will it be provided? <p>Resources:</p> <ul style="list-style-type: none"> • Information & Communications Standard Policy Guidelines (<i>Ministry website</i>) • Information & Communications Standard Training (<i>AccessForward website</i>) • Information and communications technologies resources (<i>GAATES website</i>) • Customer feedback

<p>2 Make feedback processes accessible</p>	<ul style="list-style-type: none"> • What feedback processes exist? • What methods are currently used to receive and respond to feedback? • What additional methods could be used? • What training is required? For who? What content? How will it be provided? <p>Resources:</p> <ul style="list-style-type: none"> • Information & Communications Standard Policy Guidelines (<i>Ministry website</i>) • Information & Communications Standard Training (<i>AccessForward website</i>) • Information and communications technologies resources (<i>GAATES website</i>)
<p>3 Make emergency procedures, plans, and public safety information accessible</p>	<ul style="list-style-type: none"> • What emergency and public safety information do you currently provide to the public? • How will you respond to requests for accessible formats? • How will you notify employees of the process for providing accessible formats? • What training is required? For who? What content? How will it be provided? <p>Resources:</p> <ul style="list-style-type: none"> • Information & Communications Standard Policy Guidelines (<i>Ministry website</i>) • Information & Communications Standard Training (<i>AccessForward website</i>) • Information and communications technologies resources (<i>GAATES website</i>)

4 Make websites and web content accessible

- What current websites and web content need to be reviewed?
- Who will lead the review?
- What process will you follow to review and document barriers on existing websites and web content?
- What process will you follow to improve existing sites and content?
- What new websites and web content are currently being developed?
- What policies, practices and procedures can be created for making new websites or web content accessible?
- What training is required? For who? What content? How will it be provided?

Resources:

- Information & Communications Standard Policy Guidelines (*Ministry website*)
- Information & Communications Standard Training (*AccessForward website*)
- Information and communications technologies resources (*GAATES website*)
- Web Content Accessibility Guidelines (WCAG) (*W3C website*)
- Tips for designing an accessible website video (*OCAD, Inclusive Design Research Centre YouTube video*)
- Information and Communications Standard, Making your website more accessible document (*PDF file*)

Self-Service Kiosks Requirement

REQUIREMENT	POINTS TO CONSIDER FOR IMPLEMENTATION
<p>1 Incorporate accessibility features into self-service kiosks</p>	<ul style="list-style-type: none"> • What existing self-service kiosks need to be reviewed? • Who will lead the review? • What process will you follow to conduct the review and document barriers? • What technical, structural and physical access barriers exist in your self-service kiosks? • What accessibility features can you incorporate into existing kiosks? • What accessibility features can you incorporate into the design of new kiosks? • What training is required? For who? What content? How will it be provided? <p>Resources:</p> <ul style="list-style-type: none"> • Section 6 – Self-Service Kiosks Requirement Guidelines (<i>Ministry website</i>) • Information and communications technologies resources (<i>GAATES website</i>) • Customer feedback

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1 Provide accessible formats and communication supports on request	
2 Make feedback processes accessible	
3 Make emergency procedures, plans, and public safety information accessible	
4 Make websites and web content accessible	

Self-Serve Kiosks Requirement

REQUIREMENT	IMPLEMENTATION PLAN
1 Provide accessible formats and communication supports on request	