

Section: Accessibility	Subsection: Barriers	Policy Number: ACC-105
Subject : Documents for Persons with Disabilities		Effective Date: May 2015
Accessibility for Ontarians Disability Act, 2005 Regulation 429/07	Authority: CEO	Supercedes: June 2014, June 2021 November 2023
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Policy

A person with a disability may request that document produced by Belvedere Heights be provided in an alternate format of information.

“An Alternate format of information” for the purpose of this policy is defined as data, facts, knowledge, and subject matter, presented in a format that takes into account a person’s disability. This information may exist in many formats, such as text, numbers, image or audio.

Procedure:

1. Should Belvedere Heights be required to provide a copy of a document to a person with a disability, the document will be provided in a format that takes into account the person’s disability.
2. Belvedere Heights and the person requesting the document may agree upon the format used for any document or information, subject to feasibility requirements of the document. Feasibility will be determined based upon cost in relation to the size of the document and time associated with processing document requests.
3. The timeframe attached to the process to convert the document to an alternate format of information may vary depending on the size, complexity, quality of source documents and the number of documents to be converted. Documents shall be provided in a timely manner depending on the factors previously noted. Belvedere Heights shall be responsible for the cost of conversion of the document, not the public requestor.

Authorized Signing Authority

Date

