

Multiple Formats

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APPROVAL INFORMATION

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POLICY STATEMENT:

The Regional Municipality of York is committed to making its programs, services, and facilities accessible, including access to printed and electronic materials for all residents of York Region, including people with disabilities. Printed and electronic materials may be made available in multiple formats as needed and/or upon request only.

APPLICATION:

To all Regional Employees.

PURPOSE:

Under the *Ontarians with Disabilities Act, 2001 (ODA)*, all municipalities in the province have a legal obligation to prepare an annual accessibility plan identifying barriers in its bylaws, programs, procedures, practices, policies, facilities and services.

With the proclamation of the *Accessibility for Ontarians with Disabilities Act, 2005(AODA)* in June 2005, the *ODA* will eventually be replaced. When the new standards are released, York Region will be well positioned through the achievements already made in accessibility planning under the *ODA*.

DEFINITIONS:

Accessible: Capable of being entered or reached, approachable; easy to get at; capable of being influenced; obtainable; easy to understand or appreciate.

Barrier:

The *Ontarians with Disabilities Act, 2001 (ODA)* defines a barrier as anything that stops a person with a disability from fully taking part in society because of that disability.

Disability:

A disability is:

- (a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality

of the foregoing, includes diabetes, mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or on a wheelchair or other remedial appliance or device;

- (b) a condition of mental impairment or a developmental disability;
- (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- (d) a mental disorder; or,
- (e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997* (*Ontario Human Rights Code*).

Multiple Formats:

Refers to any non-traditional publishing formats. Multiple formats definitions include:

- **Accessible Adobe Acrobat PDA** – (portable document format) is an electronic means of presenting information in order to enable various computer programs to convert the information into a “readable” format.
- **Audio Cassette/CD** – a tape or disk recording of a publication.
- **Braille** (Grade 1 &2) – A reading tactile system using raised dots when placed in different combinations forms a written code enabling publication to be read through touch. Documentation can be read by persons with a visual impairment.
- **Diskettes** – When a publication is put on computer diskette, the user can gain access to the information through a computer connected either to a Braille printer, voice synthesizer, large print monitor or other system enabling access.
- **Electronic Text** – An electronic means of presenting information in order to enable various computer programs to convert the information into a “readable” format.
- **HTML** – Hyper Text Mark-Up Language is an electronic means of presenting information in order to enable various computer programs to convert the information into a “readable” format.
- **Intervention Services** – Tactile communication system for persons who are deaf/blind.
- **Large Print** – The enlargement of point size for the contents of the print documents in order to enable use by persons with various degrees of visual impairment.
- **Signed films, videos and meetings** – The spoken word is transferred to a visual sign language by an interpreter.

DESCRIPTION:

It is important to consider the communication needs of your audience when preparing your materials. Advanced planning and preparation of materials in multiple formats can greatly reduce the time required to respond to individual requests later. Pre-planning results in greater accessibility, improved customer service, and makes particular sense

when producing print or multimedia materials that are targeted at a population that is likely to have multiple format needs.

1. Public Documents

Material printed in-house and publications produced on behalf of the Regional Municipality of York should contain a note indicating “multiple formats are available upon request/as needed only” and include relevant contact information.

When producing material or publications consider your audience and apply the following guidelines to assist in making your publications accessible:

- **Contrast** – use high contrast colours for text and background (e.g. black or dark blue on white)
- **Type Colour** – printed material is most readable in black and white
- **Point Size** – Keep text larger, preferably between 12 and 18 points. Use mix of upper and lower case letters for easier reading.
- **Leading** – leading is the space between lines of text and should be at least 25 to 30 per cent of the point size
- **Font Family and Font Style** – Use standard fonts with easily-recognizable upper and lower case characters (e.g. Arial and Verdana)
- **Font Heaviness** – Opt for fonts with medium heaviness and avoid light type with thin strokes
- **Letter spacing** – Choose a monospaced font (e.g. Arial and Verdana) rather than one that is proportionally spaced (e.g. Times New Roman).
- **Margins and Columns** - Separate text into columns to make it easier to read, use wide binding margins or spiral bindings, flat pages work best for vision aids such as magnifiers.
- **Paper Finish** – Use a matte or non-glossy finish to cut down on glare, avoid watermarks or complicated background designs.
- **Clean Design and Simplicity** – Use distinctive colours, sizes and shapes on the covers of materials to make them easier to tell apart.

(Reference: Canadian National Institute for the Blind, Print Clarity Standards June 2006)

2. Request for multiple formats

Requests should be honoured in the most practical manner depending on the media chosen, the size and complexity of the document, the quality and source of the documents, the feasibility of the request (including the cost) and the number of documents to be converted. However, it should be noted that when a request for one of these formats is received and deemed feasible, staff should make every attempt to respond to the request in the most practical manner and to the satisfaction of the requestor. If it is determined that the format requested is not feasible, then other alternative methods of providing the information should be explored that will still meet

the needs of the requestor (e.g. on CD, explaining the information verbally, etc.). The corporate standard of replying to a response within 15 working days should be implemented in consideration of the previous factors noted.

Conversion to multiple formats should be processed in-house wherever possible.

When a member of the public requests a piece of regional documentation in a multiple format, the department of origin should be responsible for the cost of conversion, materials and distribution.

The World Wide Web

The Regional Municipality of York web site shall provide easy access to information for all by using the World Wide Web Consortium (W3C) standards as a guide to measure the current level of accessibility and for setting future goals. These protocols and guidelines will help ensure that the benefits of web based information are available to all people regardless of their disability (To view the standards see [World Wide Web Consortium](#))

RESPONSIBILITIES:

Department Managers:

- Responsible for approving additional costs related to making printed and electronic materials available in alternate formats.

Regional Employees:

- Responsible for making printed and electronic materials available for persons with disabilities in multiple formats, where it has been deemed feasible.

REFERENCE:

[*Ontarians with Disabilities Act, 2001*](#)

[*Accessibility for Ontarians with Disabilities Act, 2005*](#)

[*Ontario Human Rights Code*](#)

[*The Regional Municipality of York Customer Service Strategy, June 7, 2001*](#)

[*Canadian National Institute for the Blind, Print Clarity Standards June 2006*](#)

[*Accessibility Directorate of Ontario, Ministry of Community and Social Services – How to Make Information Accessible*](#)

CONTACT:

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