



Purpose

This policy is intended to meet the requirements of the *Integrated Accessibility Standards, Ontario Regulation 191/11* for the Information and Communications Standard set forth under the *Accessibility for Ontarians with Disabilities Act, 2005*. This policy applies to the provision of information and communications services and materials for people with disabilities.

All information and communications materials and services provided by BA Folding Cartons shall follow the principles of dignity, independence, integration and equal opportunity.

Definitions

Accessible Formats – Include but are not limited to large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.

Communication Supports – 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 – An electronic or digital format that facilitates conversion into an acceptable format.

General Principles

In accordance with the Integrated Accessibility Standards, Ontario Regulation 191/11, this policy addresses the following:

- A. General Requirements
- B. Accessible Formats and Communication Supports
- C. Accessible Websites and Web Content
- D. Exceptions
- E. Feedback Process
- F. Review



A. General Requirements

General requirements that apply to the Information and Communications and Employment standards, are outlined as follows.

Establishment of Accessibility Policies and Plans

BA Folding Cartons will develop, implement and maintain policies, practices and procedures defining how it will achieve accessibility through these requirements.

Training Requirements

BA Folding Cartons will provide training for its employees regarding the IASR and the *Ontario Human Rights Code* as they pertain to individuals with disabilities. Training will also be provided to individuals who are responsible for developing BA Folding Cartons' policies, and all other persons who provide goods or services on behalf of BA Folding Cartons.

Training will be provided as soon as is reasonably practicable, **but no later than January 1, 2016**.

Training will be provided on an ongoing basis to new employees and as changes to BA Folding Cartons' accessibility policies occur.

B. Accessible Formats and Communication Supports

Unless deemed unconvertible, BA Folding Cartons will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, upon request. Accessible formats and communication supports will be provided in a timely manner and at no additional cost to the individual.

On request, we provide written material in large-print, via e-mail, or in other ways that assist persons with visual impairments. We are unable to provide our documents in Braille.

BA Folding Cartons will take into account the person's accessibility needs when customizing individual requests and shall consult with the individual making the request to ensure suitability.

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BA Folding Cartons will make the availability of accessible formats and communication supports publicly known.

C. Accessible Websites and Web Content

BA Folding Cartons has for many years made efforts toward a website that is accessible to as many people as possible, taking into account different needs. Within our resources, we will continue to make efforts toward a more broadly accessible web site.

D. EXCEPTIONS

The Information and Communications Standard does not apply to:

- Unconvertible information or communications; or
- Information that the organization does not control either directly or indirectly through a contractual relationship.

Unconvertible Information or Communications

If it is determined, in consultation with the requesting party, that information or communications are unconvertible, BA Folding Cartons will ensure that the individual who made the request is provided with an explanation and a summary of the information.

BA Folding Cartons will classify information or communications as unconvertible where:

- It is not technically practicable to convert; or
- The technology required to make the conversion is not readily available.

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E. FEEDBACK PROCESS

BA Folding Cartons will ensure that all feedback processes (both internal and external) are made accessible to the public and employees, upon request.

Feedback can be made orally (in person or by telephone), or in writing (in person, via Canada Post, courier, fax, or e-mail) via [our feedback form](#), to:

Human Resources

607 Kumpf Drive
Waterloo, ON N2V 1K8
[E-mail: jon.hendy@bafoldingcartons.com](mailto:jon.hendy@bafoldingcartons.com)

Telephone: (519) 885-4580

Fax: (519) 747-9171

TTY/TDD users may contact us free of charge through Bell Relay Service by dialing 711.

Persons that provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions taken or to be taken based on concerns or complaints that were submitted.

In accordance with the *Accessibility Standards for Customer Service, Ontario Regulation 429/07*, BA Folding Cartons will make the availability of accessible feedback formats publicly known.

F. Review

This policy will be reviewed regularly to ensure that it is reflective of BA Folding Cartons current practices and legislated requirements.

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