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ACCESSIBLE INFORMATION AND COMMUNICATION POLICY AND PROCEDURES

PURPOSE:

Booth University College (Booth UC) aims to provide a barrier-free work and learning environment in which students, staff, and faculty with disabilities may access information and communication conveyed digitally, in print, or through interactions with technology or people. Booth UC is committed to complying with the *Accessibility for Manitobans Act, Accessible Information and Communication Standard Regulation*. This policy aligns with this provincial legislation.

SCOPE:

All Booth UC Students and Employees are expected to uphold this policy by using accessible means to communicate information relevant to the Booth UC work and learning environment upon request. This includes information communicated through web content, printed materials, audio and visual communication, digital and technology-supported platforms.

DEFINITIONS:

The following terms are defined for the purpose of this Policy:

"Accessible Communication" means communication of information in a manner that is free from barriers that prevent or hinder a person from obtaining, using or benefiting from the information.

"Accessible Format" means any large print, recorded audio and electronic formats, braille, and other formats usable by persons with disabilities.

"Accessibility Response Person" means a Booth UC Employee who, by virtue of their position, will be responsible to provide the Communication Support or Accessible Format upon request.

"Affiliated Individual" means an individual affiliated with Booth UC in the scope of their work or involvement with or on behalf of Booth UC as a volunteer, visitor, contractor, board member, etc.

"Communication" means the transfer of information between two or more persons or entities or any combination of them.



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"Communication Support" means captioning, alternative and augmentative communication supports, plain language, sign language interpretation and other supports that facilitate effective communication.

"Educational Material" means

- a) textbooks;
- b) supplementary learning resources, including reference books, workbooks and educational kits;
- c) student records; and
- d) class, lesson, workshop, or program
 - i. descriptions,
 - ii. availability,
 - iii. scheduling, and
 - iv. requirements.

"Employees" means individuals employed by Booth UC as full-time, part-time, casual, or sessional staff and/or faculty.

"Information" means data, facts or knowledge that is written, photographed, recorded, or stored in any manner. This includes information related to emergency procedures or public safety.

"Library Resources" means an item, material, recording or software that can be accessed, used or borrowed at the Booth UC library.

"Students" means any individual taking courses offered by Booth UC by virtue of their enrollment in Booth UC campus programs, School for Continuing Studies, College for Officer Training, or Corporate Learning Academy programs.

"Student Leaders" means Booth UC students who have accepted or been designated authorized roles within the Booth UC community but are not considered employees. This includes, but is not limited to, Student Council, Student Members of Senate/Board of Trustees, and the like.

"WCAG 2.1 Level AA" means the World Wide Web Consortium Web Content Accessibility Guidelines 2.1 Level AA

"Web Application" means a software application that is run on a web server and accessed by a user through a web browser (does not include mobile apps).

"Web Content" means any website content published by Booth UC.



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POLICY:

In compliance with the Accessible Information and Communication Standard Regulation legislation of the Province of Manitoba, Booth UC will develop measures, policies and practices providing barrier-free information and communication.

1. Accessible Communication Promotion and Training

Booth UC promotes accessible communication for all its informational and educational delivery endeavours.

- 1.1. Booth UC will provide training for its Employees and Student Leaders that will include:
 - 1.1.1. Instruction for how to identify, prevent, and remove barriers to Accessible Communication;
 - 1.1.2. Instruction on how to provide information through a Communication Support or Accessible Format;
 - 1.1.3. A review of *The Human Rights Code*, *The Accessibility for Manitobans Act*, and the *Accessible Information and Communications Standard*.
- 1.2. Training will be conducted as soon as is reasonably practicable after the Employee or Student Leader assumes duties at Booth UC.
- 1.3. Ongoing training will be provided as required.

2. Requests for Accessible Information

- 2.1. Booth UC will take appropriate measures, as defined by legislation and interpreted by the Accessibility Working Group, to inform Students, Student Leaders, Employees, Affiliated Individuals, and the public about the availability of Information through a Communication Support or Accessible Format upon request.
- 2.2. A person may submit a request that Booth UC provide Information through a Communication Support or Accessible Format to any Employee, who would refer the request to the appropriate Accessibility Response Person.
 - 2.2.1. Requests for Accessible Information from Students would be directed to the Dean of Students or Academic Learning & Accessibility Coordinator.
 - 2.2.2. Requests for Accessible Information from Employees would be directed to the Human Resources Generalist;



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- 2.2.3. Requests for Accessible Information from the general public, prospective students, or their families who are accessing the Booth UC Website would be directed to the Director of Advancement.
- 2.2.4. Requests for Accessible Information from Affiliated Individuals would be made to their primary Booth UC contact person who would take the matter to the VP Administration for resolution.
- 2.3. Requests that have significant cost implications for the institution will be directed to the VP Administration for review and budget assignment. A response will be provided in as timely a manner as possible.
- 2.4. In discerning the appropriate measures to take in order to meet the request for Accessible Information, the Accessibility Response Person will:
 - 2.4.1. Consult with the person making the request to identify the Support or Format that would remove the barrier;
 - 2.4.2. Provide the Information to the person through the identified Support or Format in a timely manner.
- 2.5. Booth UC will not impose a cost or fee on a person who requests that Information be provided through a Communication Support or Accessible Format that is greater than the cost or fee that would be imposed on a person who did not make a request.
- 2.6. Booth UC is not obligated to provide Communication Support or Accessible Format for Information requests if one or more of the following applies:
 - 2.6.1. It is not technically feasible to provide the information through a Communication Support or Accessible Format;
 - 2.6.2. The technology required to provide the Information through a Communication Support or Accessible Format is not readily available;
 - 2.6.3. Providing the information through a Communication Support or Accessible Format would result in undue hardship to Booth UC;
 - 2.6.4. Booth UC does not have direct control over the Information;
 - 2.6.5. The Information relates to product labels or other product information.

3. Requests for Accessible Education Materials

- 3.1. Booth UC will take appropriate measures to inform Students, Employees, Affiliated Individuals, applicants and prospective applicants, parents and guardians of Students and prospective Students, and the public about the availability of Information and Education Materials through a Communication Support or Accessible Format upon request.



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- 3.2. A Student may submit a request that Booth UC provide Education Materials through a Communication Support or Accessible Format to the Dean of Students or Academic Learning & Accessibility Coordinator.
- 3.3. Requests that have significant cost implications for the institutions will be directed to the VP Administration for review and budget assignment and a response be provided in a timely manner.
- 3.4. In discerning the appropriate measures to take in order to meet the request for Accessible Education Material, the Dean of Students or Academic Learning & Accessibility Coordinator will:
 - 3.4.1. Meet with the Student making the request to identify the Support or Format that would remove the barrier;
 - 3.4.2. Provide the Education Materials to the person through the identified Support or Format in a timely manner.
- 3.5. Booth UC will not impose a cost or fee on a Student who requests that Education Material be provided through a Communication Support or Accessible Format that is greater than the cost or fee that would be imposed on a Student who did not make a request.
- 3.6. If Educational Material cannot reasonably be provided through a Communication Support or Accessible Format, Booth UC will provide an appropriate comparable resource to the person who requested the Support or Format. The Dean of Students or Academic Learning & Accessibility Coordinator will work with the Student who has requested the Educational Material to ensure that their needs are met with the alternative comparable resource provided.

4. Requests for Accessible Library Resources

- 4.1. Booth UC will consider the accessibility needs of its users when procuring or purchasing library resources.
- 4.2. Booth UC will take appropriate measures to inform its users, including Students, Employees, Affiliated Individuals, and the public about the availability of each library resource that is currently available through a Communication Support or Accessible Format and the types of Supports or Formats that are available with respect to that resource.
- 4.3. A person may submit a request that the library provide a library resource through a Communication Support or Accessible Format to the Director of Library Services (see Appendix I).
- 4.4. If a person requests a library resource through a Communication Support or Accessible Format, the Director of Library Services will:
 - 4.4.1. Consult with the person to identify a support or format that would remove the barrier; and



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- 4.4.2. Provide the library resource to the person in the identified support or format in a timely manner.
- 4.5. Booth UC will not impose a cost or fee on a person who requests that a library resource be provided through a communication support or accessible format that is greater than the cost or fee that would be imposed on a person who did not make a request.
- 4.6. Booth UC is not obligated to provide the library resource through a communication support or accessible format if one or more of the following applies:
 - 4.6.1. It is not technically feasible to provide the library resource through a communication support or accessible format;
 - 4.6.2. The technology required to provide the library resource through a communication support or accessible format is not readily available;
 - 4.6.3. Providing the library resource through a communication support or accessible format would result in undue hardship to Booth UC;
 - 4.6.4. The library does not have direct control over the library resource;
 - 4.6.5. The library resource relates to product labels or other product information.

5. Web Applications and Content

- 5.1. Booth UC will meet or exceed WCAG 2.1 level AA guidelines for all its web content and applications. This applies whenever Booth UC launches or implements a significant update (i.e. changes to web functionality, user base, or purpose) to its institutional website.
- 5.2. Exceptions to 5.1 include situations in which:
 - 5.2.1. It is not technically feasible to publish the web content in accordance with WCAG 2.1 Level AA;
 - 5.2.2. The technology required to publish the web content in accordance with WCAG 2.1 Level AA is not readily available;
 - 5.2.3. Publishing the web content in accordance with WCAG 2.1 Level AA would result in undue hardship to the organization;
 - 5.2.4. The organization does not have direct control over the web content;
 - 5.2.5. The web content relates to product labels or other product information.
- 5.3. Booth UC's web applications will meet or exceed the standards set out in WCAG 2.1 Level AA. This applies whenever Booth UC launches or implements a significant update to its web applications.
- 5.4. Exceptions to 5.4 include situations in which:
 - 5.4.1. It is not technically feasible to publish the web application in accordance with WCAG 2.1 Level AA;



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- 5.4.2. The technology required to publish the web application in accordance with WCAG 2.1 Level AA is not readily available;
- 5.4.3. Publishing the web application in accordance with WCAG 2.1 Level AA would result in undue hardship to Booth UC;
- 5.4.4. The organization does not have direct control over the web application;
- 5.4.5. The web application relates to product labels or other product information.

6. Feedback Process

- 6.1. In all the measures, policies, and practices described herein, Booth UC will make reasonable efforts to invite feedback about Accessible Information and Communication from persons who experience barriers due to inaccessible information and communication (Appendix II).
- 6.2. Requests for Accessible Information will be recorded and a summary of requests reviewed annually to discern trends and outcomes.
- 6.3. Feedback received in relation to this policy will be kept by the VP Administration and will be made available upon request.

7. Attachments:

- 7.1. Accessible Information and Communication Request Form A & B (Appendix I)
- 7.2. Accessible Information and Communication Feedback Form (Appendix II)

8. Review & Implementation

- 8.1. This policy and procedure will be reviewed annually by the Accessibility Working Group, with changes to be recommended to the VP Administration.
- 8.2. The VP Administration is responsible for implementation of this policy and procedure. The VP Administration will communicate with the Accessibility Working Group as required in the implementation of this policy.

9. Cross References & Previous Policies:

- 9.1. This policy should be cross referenced with the following policies:
 - 9.1.1. Accessibility and Academic Accommodations Policy
 - 9.1.2. Accessible Customer Service Policy
 - 9.1.3. Accessible Employment Policy



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APPENDIX I

ACCESSIBLE INFORMATION AND COMMUNICATION REQUEST FORM A

Booth University College (Booth UC) is committed to using accessible means to communicate information relevant to the Booth UC work and learning environment upon request. The completion and submission of this form will initiate a request.

APPLICANT INFORMATION (to be completed by applicant)

Last Name	First Name	Date of Submission		
Address		City/Town	Prov/State	Postal/Zip Code
Telephone		Email		

REQUESTED MATERIAL (Circle all that apply, and add any relevant notes):

INFORMATION
EDUCATIONAL MATERIALS
LIBRARY RESOURCES

Submit this form to the following Accessibility Response Person (ARP):

- ☐ **Dean of Students or Academic Learning & Accessibility Coordinator (Student)**
- ☐ **Human Resources Generalist (Employee)**
- ☐ **Director of Advancement (Web site, Prospective Student, Family of Prospective Student)**
- ☐ **VP Administration (Visitor, contractor, external board or committee member, and other affiliated individuals)**



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☐ **Library Services (request to the Booth UC Library)**

☐ _____ **[primary Booth UC contact person]**

Next Steps:

- 1. An Accessibility Response Person (ARP) will be contacting the applicant.**
- 2. The ARP will meet with the applicant. The purpose of the meeting is to gather more information through the consult with the applicant to identify the Information or Communication requested, and the Support or Format that would remove the barrier.**
- 3. The ARP will provide the Information (or a comparable resource) to the person through the identified Support or Format in a timely manner.**

Note: Many requests for Communication Supports or Accessible Formats will be considered and granted without incurring additional costs to the applicant. However, there are situations in which the request cannot be completed. If this is the case, it will be communicated to the applicant by the appropriate Accessibility Response Person (ARP). For more information, please see the Accessible Information and Communication Policy and Procedures document.

In keeping with the Federal Privacy Law, personal information collected will be used for the purposes of providing Accessibility Services for students, including arrangements for provision of requested accessible information and communication and support services. If you have any concerns about this, wish to opt out, or for more information on our Privacy Policy, please contact our Privacy Officer at privacy@BoothUC.ca, call 947-6701, or check out our website at <https://boothuc.ca/>.



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ACCESSIBLE INFORMATION AND COMMUNICATION REQUEST FORM B

Booth University College (Booth UC) is committed to using accessible means to communicate information relevant to the Booth UC work and learning environment upon request. A completed Accessible Information and Communication Request Form B, when submitted with an Accessible Information and Communication Request Form A, constitutes a request.

NAME OF APPLICANT:
NAME OF ACCESSIBILITY RESPONSE PERSON:
Date of Meeting:

Next Steps:

1. The Accessibility Response Person (ARP) will complete Form B in conversation with the applicant.
2. The ARP will consolidate Forms A and B.
3. The ARP will provide the Information (or a comparable resource) to the person through the identified Support or Format in a timely manner.

Note: Many requests for Communication Supports or Accessible Formats will be considered and granted without incurring additional costs to the applicant. However, there are situations in which the request cannot be completed. If this is the case, it will be communicated to the applicant by the appropriate Accessibility Response Person (ARP). For more information, please see the Accessible Information and Communication Policy and Procedures document.

INFORMATION REQUESTED (check all that apply):

- ☐ Web content – Details: _____
- ☐ Web application – Details: _____



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- ☐ **Printed materials – Details:** _____
- ☐ **Audio communication – Details:** _____
- ☐ **Visual communication – Details:** _____
- ☐ **Digital and technology-supported platforms – Details:** _____
- ☐ **OTHER – Details:** _____

COMMUNICATION SUPPORT OR ACCESSIBLE FORMAT REQUESTED (check all that apply):

- ☐ **Large Print – Details:** _____
- ☐ **Recorded Audio and Electronic format – Details:** _____
- ☐ **Braille – Details:** _____
- ☐ **Captioning – Details:** _____
- ☐ **Alternative and Augmented communication support – Details:** _____
- ☐ **Plain Language – Details:** _____
- ☐ **Sign Language – Details:** _____
- ☐ **OTHER – Details:** _____



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EDUCATIONAL MATERIALS REQUESTED (check all that apply):

- ☐ **Textbook(s) – Details:** _____
- ☐ **Supplementary learning resources, including reference books, workbooks, and educational kits – Details:** _____
- ☐ **Student Records – Details:** _____
- ☐ **Class, lesson, workshop or program descriptions, availability, scheduling, requirements – Details:** _____

COMMUNICATION SUPPORT OR ACCESSIBLE FORMAT REQUESTED (check all that apply):

- ☐ **Large Print – Details:** _____
- ☐ **Recorded Audio and Electronic format – Details:** _____
- ☐ **Braille – Details:** _____
- ☐ **Captioning – Details:** _____
- ☐ **Alternative and Augmented communication support – Details:** _____
- ☐ **Plain Language – Details:** _____
- ☐ **Sign Language – Details:** _____
- ☐ **OTHER – Details:** _____



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LIBRARY RESOURCES REQUESTED (check all that apply):

- ☐ **Item – Details:** _____
- ☐ **Material – Details:** _____
- ☐ **Recording – Details:** _____
- ☐ **Software – Details:** _____

COMMUNICATION SUPPORT OR ACCESSIBLE FORMAT REQUESTED (check all that apply):

- ☐ **Large Print – Details:** _____
- ☐ **Recorded Audio and Electronic format – Details:** _____
- ☐ **Braille – Details:** _____
- ☐ **Captioning – Details:** _____
- ☐ **Alternative and Augmented communication support – Details:** _____
- ☐ **Plain Language – Details:** _____
- ☐ **Sign Language – Details:** _____
- ☐ **OTHER – Details:** _____

In keeping with the Federal Privacy Law, personal information collected will be used for the purposes of providing Accessibility Services for students, including arrangements for provision of requested accessible information and communication and support services. If you have any concerns about this, wish to opt out, or for more information on our Privacy Policy, please contact our Privacy Officer at privacy@BoothUC.ca, call 947-6701, or check out our website at <https://boothuc.ca/>.



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APPENDIX II

ACCESSIBLE INFORMATION AND COMMUNICATION FEEDBACK FORM

Booth University College (Booth UC) aims to provide a barrier-free work and learning environment in which students, staff, and faculty with disabilities may access information and communication conveyed digitally, in print, or through interactions with technology or people. Booth UC is committed to complying with the *Accessibility for Manitobans Act*, *Accessible Information and Communication Standard Regulation*. This policy aligns with the provincial legislation.

To improve the ways in which Booth University College applies this legislation, we would appreciate the feedback of any person who has applied for Accessible Information and Communication.

NAME OF APPLICANT:

NAME OF ACCESSIBILITY RESPONSE PERSON:

What date did you first submit the Accessible Information and Communication Request Form A?

Day	Month	Year
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What date did you receive the requested Support or Format?

Day	Month	Year
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Did an Accessibility Response Person (ARP) contact you?

☐ YES ☐ NO ☐ Other: _____

Did the Accessibility Response Person (ARP) meet with you to gather more information?

☐ YES ☐ NO ☐ Other: _____

Did you feel that, together with the Accessibility Response Person (ARP) you were able to identify the Information or Communication requested, and the Support or Format that would remove the barrier?

☐ YES ☐ NO ☐ Other: _____



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Note: Many requests for Communication Supports or Accessible Formats will be considered and granted without incurring additional costs to the applicant. However, there are situations in which the request cannot be completed. If this is the case, it will be communicated to the applicant by the appropriate Accessibility Response Person (ARP). For more information, please see the Accessible Information and Communication Policy and Procedures document.

In your meeting, did the Accessibility Response Person (ARP) review the following to you:

☐ YES ☐ NO ☐ Other: _____

Did the Accessibility Response Person (ARP) provide the Information to you through the identified Support or Format in a timely manner?

☐ YES ☐ NO ☐ Other: _____

Did the Accessibility Response Person (ARP) provide a comparable resource to you through the identified Support or Format in a timely manner?

☐ YES ☐ NO ☐ Other: _____

Overall, how was your experience of applying for Accessible Information and Communication?
Please add any comments and feedback below:

In signing this form, the individual acknowledges that this feedback will be kept by VP Administration at Booth University College and will be made available upon request.

Signature:	Date:
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In keeping with the Federal Privacy Law, personal information collected will be used for the purposes of providing improved Accessibility Services, including arrangements for provision of requested accessible information and communication and support services. If you have any concerns about this, wish to opt out, or for more information on our Privacy Policy, please contact our Privacy Officer at privacy@BoothUC.ca, call 947-6701, or check out our website at <https://boothuc.ca/>.