

Purpose: The goal of this policy is to meet service delivery expectations while serving customers with disabilities, which includes providing accessible formats upon request.

Application: This policy applies to all staff.

Requirements: Staff will communicate using methods that enable people with disabilities to request, receive, and use OIPRD materials in accessible formats. The OIPRD will ensure that its processes for receiving and responding to feedback are accessible to persons with disabilities and will notify the public about the availability of accessible formats and communications supports on the OIPRD website.

- The OIPRD shall provide or arrange for accessible formats and communication supports for persons with disabilities in a timely manner that takes into account each person's accessibility needs.
- The OIPRD will consult with the person making the request to determine the suitability of an accessible format or communication support.
- The OIPRD will take reasonable steps to accommodate persons with disabilities without incurring undue hardship.