



INTEGRATED ACCESSIBILITY STANDARDS POLICY

The following policy has been established by Responsible Gambling Council to govern the provision of services with Regulation 191/11, “Integrated Accessibility Standards” (“Regulation”) under the *Accessibility for Ontarians with Disabilities Act, 2005*.

These standards are developed to break down barriers and increase accessibility for persons with disabilities in the areas of information and communications and employment.

Responsible Gambling Council is governed by this policy as well as the Accessibility Standards for Customer Service Policy and the *Accessibility for Ontarians with Disabilities Act, 2005* in meeting the accessibility needs of persons with disabilities.

Commitment

Responsible Gambling Council is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of persons with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the *Accessibility for Ontarians with Disabilities Act*.

This policy will be implemented in accordance with the time frames established by the Regulation.

Accessibility Plan

Responsible Gambling Council will develop, maintain and document an Accessibility Plan outlining the Responsible Gambling Council’s strategy to prevent and remove barriers from its workplace and to improve opportunities for persons with disabilities.

The Accessibility Plan will be reviewed and updated at least once every five years, and will be posted on the Responsible Gambling Council’s website. Upon request, Responsible Gambling Council will provide a copy of the Accessibility Plan in an accessible format.

Self-Service Kiosks

Responsible Gambling Council will have consideration for accessibility when designing, procuring or acquiring our self-serve kiosks to better serve persons with disabilities.

Training

Responsible Gambling Council will ensure that training is provided on the requirements of the accessibility standards and provide training on the Human Rights Code as it pertains to persons with disabilities.

Responsible Gambling Council will keep a record of the training it provides.

INFORMATION AND COMMUNICATIONS STANDARDS

Feedback

Responsible Gambling Council will continue to ensure that its process for receiving and responding to feedback is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communications supports, upon request.



Accessible Formats and Communication Supports

Upon request, Responsible Gambling Council will provide, or will arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs due to disability.

Responsible Gambling Council will consult with the person making the request in determining the suitability of an accessible format or communication support.

Responsible Gambling Council will also notify the public about the availability of accessible formats and communication supports.

Accessible Websites and Web Content

Responsible Gambling Council will ensure that our Internet websites, including web content, conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level AA except where this is impracticable.

EMPLOYMENT

Responsible Gambling Council's policies and practices are intended to build an inclusive and accessible work environment free from discrimination and harassment.

Questions about this Policy

This policy has been developed to break down barriers and increase accessibility for persons with disabilities in the areas of information and communications and employment. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation will be provided by:

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