



Accessibility for Ontarians with Disabilities Act (AODA)

Accessible Formats and Communication Supports

Section 12

- Upon request, provide or arrange for the provision of accessible formats and communication supports in a timely manner that takes into account the person's accessibility needs, and at no cost more than regular cost charged to other persons;
- Consult with the person making the request in determining the suitability of an accessible format or communication support
- Notify the public about the availability of accessible formats and communication

This chart provides information that will assist with accessing services for persons with disabilities. For example: parent teacher interviews, graduation, newsletters, etc.

Possible Request	Description	Contact	Time Needed	Cost	Additional Information
Intervenor	Assistance for persons who are Deaf/blind	Tammy Taylor Manager Deafblind Services 905-528-8555 x5333		Please contact to discuss. Cost varies on length of time needed, distance travelled, etc.	

Possible Request	Description	Contact	Time Needed	Cost	Additional Information
ASL Interpreter	Assistance for persons who require American Sign Language Services	oisbelleville@chs.ca	At least 3 weeks' notice, cancellation at least 48 business hours or charge still applies	Varies depending on length of time needed, travel distance, complexity of setting, audience and information presented	2 interpreters needed for events over 2 hours Information/notes required ahead of time for preparation
Video CC Digital Media Captioning	Closed captioning for videos	dmc@chs.ca	Can be completed within 2 business days, additional fee	Minimum charge \$75	Cost dependent on multiple factors (voice quality, length, transcript included or not, etc.)
ASL/LSQ Video	American Sign Language videos English or French	accessibilityconsulting@chs.ca Beth Hutchison Bhutchison@chs.ca	Dependent on script length and complexity	Need script to quote	Translation of information to either French or English sign language
Electronic Format for Print Resources	Consult with client to determine specific needs. This is a critical step as various tech supports are available				iPad Speak Screen Voice Over Scan & email Electronic formats
CART – Computer Assisted Real-time Translation	For persons who are Deaf, deafened, or hard of hearing	CART@chs.ca CART Coordinator Carolyn Russo crusso@chs.ca	At least one week notice	\$130/hour, 2 hour minimum, \$35 administration fee, advanced set-up - \$68 per location	Internet access, computer or iPad, projector, audio input – conference call, can project on to wall
Amplification	Used for any group presentation	Eva Carlin 613-542-9871 x287	As soon as possible to reserve.		
Large Print	Consider in house or print shop prior to outsourcing	info@cnib.ca			
Braille	For persons who are Blind. Consultation with client to discuss specific requirements.	CNIB 1-800-563-2642 info@cnib.ca		Quotes dependent on type of document. \$50 to format original document, add braille costs.	Most cost effective is to send material in Word or txt format.