



## **Increasing Accessibility at Humber: Customer Service Standard Requirement for the Availability of Information in Alternate Formats**

### **Accessibility for Ontarians with Disabilities Act (2005)**

Humber College continues to promote a barrier-free learning, living and working environment. Humber is required to comply with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). Under the AODA Customer Service Standard, Humber College is required to notify the public about the availability of information in alternate formats. This means that Humber must inform the public that, upon request, the information it creates, sends, receives, and distributes will be provided in alternate formats.

### **How can your school or department inform the public that the information you distribute will be provided in alternate formats upon request?**

You can do one, or all, of the following:

1. Include an accessibility footer on the information that your school or department creates and distributes. For example, the footer can state the following:

**This document is available in an alternate format upon request**

2. A message can be posted on your school or department's website. Please see below for an example of a website message:

**If you require any information on our website or any of the information that our school/department distributes in an alternate format, please contact:  
(include the name and contact information of a designated contact person)**

3. A poster can be created indicating that alternate formats will be provided upon request and display the information in visible areas throughout your school or department.

### **What types of alternate formats might a person with a disability request?**

Common alternate formats include, but are not limited to, the following:

- Electronic text, such as Word documents or PDF's
- Large Print in 16-20 point font or larger;
- Verbal explanation of a written document;
- Video Captioning, transcripts;
- Sign language interpretation.

Thank you for your continued support in ensuring Humber's compliance with the AODA (2005)

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For more information about the Accessibility for Ontarians with Disabilities Act (2005), please contact Michael Thompson, Equity Generalist, Centre for Human Rights, Equity & Diversity by email at [michaelchris.thompson@humber.ca](mailto:michaelchris.thompson@humber.ca) or by phone 416.675.6622 x5220.