

<b>Subject:</b>	Guidelines for Accessible Communication	<b>Policy Number:</b>	1.02
Developed:	June 2018		
Last Revised:			
Last Reviewed:	July 2023		
Approved:	June 2018, July 2023		
References:	Accessibility for Ontarians with Disabilities Act, 2005		
Previous Policy Number:	103		
Approved by:	Chief Executive Officer		

## 1.02 GUIDELINES FOR ACCESSIBLE COMMUNICATION

Providing documents in multiple accessible formats are a requirement of the Accessibility for Ontarians with Disabilities Act (AODA) 2005, Integrated Accessibility Standards. The following guidelines have been recommended and approved for use for all written communications used by Langs' staff including but not limited to email, meeting documents, policy manuals, program materials, and content for Langs' website.

### Clear Print Guidelines

Documents are considered to be clear print when they are clearly designed, easy to read and formatted in an accessible manner. The standard clear print to be used for Langs' documents is a minimum 11 pt Calibri font.

If design and formatting restrictions prevent the use of the minimum clear print guidelines, provisions must be made to reproduce the document in an alternate format to suit the needs of the person with the disability, upon request.

### Large Print Guidelines

Documents are considered to be large print if the font size ranges from 16-48 point text or higher. The scale varies according to the visual disabilities of individuals. The standard large font formatting to be used by Langs is 18 pt Calibri, however documents will be formatted to a larger size on request. All of Langs' documents and publications shall be produced in large print upon request from members of the public.

### Design and Formatting Guidelines

The accessibility, usability, legibility, ease of reading and comprehension of a document largely depends on its design and formatting. Documents should be designed and formatted in a manner that is clear, easy to read and understandable.

### Font

- Use clear font with easily recognizable characters for documents, printed publications, minutes and agendas.
- Font style should be consistent throughout documents wherever possible.

- Do not use decorative style fonts, e.g., *Ornaldi*
- Do not use italics, underlining or uppercase letters throughout documents.
- Do not use fonts with excessively thick or thin characters, e.g., **Broadway**, or *Bradley Hand*.

### Type Colour

- Use black type on white background or white print on dark background.
- Restrict coloured text to titles, headings, or highlighted material.

### Contrast

It is essential to create documents with high contrast between text colour and background to ensure legibility for persons using screen readers or suffering from dyslexia. Achieving a colour palette that will work for everyone is not always possible, so the following should serve as a guideline to achieve at least 70% contrast.

- Use high contrast colours for text and background. Do not use colours which are similar in lightness or darkness next to each other.
- Do not use similar colours together. For example, red, orange and green together are difficult to distinguish for persons with low vision.
- Do not use text on an image or patterned background as letters and shapes will be harder to identify.

### Page Alignment

- Make margins wide enough with sufficient space for binding, hole punching, etc.
- A line of text should be no wider than 6.5" across an 8.5" size page.
- Left alignment is recommended for all paragraph text because the start of each sentence is consistent, which makes it easier to read.
- Line spacing should be set to single or 1.5 point size.
- Headings should be clear and distinct; placement should be in close proximity to the paragraph it references, so they remain associated.
- Columns can create challenges for those using screen readers. If columns must be used it is important that the Column Function is used to create standard width and spacing.

### Images

Images can be used to convey meaning or to add a creative touch. Images can also facilitate the ease of comprehension for people suffering from dyslexia or visual learners. When using images be mindful of the following guidelines:

- Always include text describing the image (preferably next to the image or below the image) for persons using screen readers.
- Whenever possible, do not overlay text on images.

### **Website Content**

In addition to the above clear and accessible document guidelines, all content that is to be featured on the Langs website must conform to Web Content Accessibility Guidelines 2 (WCAG 2), details of which can be found at: <http://www.w3.org/WAI/WCAG21/quickref/?versions=2.0>

These are technical instructions for creating web content. As part of meeting AODA accessibility, Langs will ensure that all content created for the website will adhere to these guidelines.

Source: City of Hamilton. "Clear, Accessible, and Large Print Guidelines", September 2011.