



## Administrative Procedure 2200

# *Accessibility Standard for Information and Communication*

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**Board Governance Policy Cross Reference:** 1, 11, 12, 13

**Administrative Procedures Cross Reference:**

[Communications](#)

[Web Page Guidelines](#)

[Social Media Guidelines](#)

[Clear Print Guidelines](#)

**Form Cross Reference:**

[Accessibility Standard for Information and Communication Acknowledgement Form](#)

[Accessibility Request Form](#)

[Accessibility Feedback Form](#)

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**Legal/Regulatory Reference:**

[The Human Rights Code of Manitoba](#)

[The Accessibility for Manitobans Act](#)

[Web Content Accessibility Guidelines \(WCAG\)](#)

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**Date Adopted:** August 2024

**Date Amended:** February 2026

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Brandon School Division is committed to Accessible Information and Communication Standard Regulation as legislated by the Government of Manitoba under The Accessibility for Manitobans Act.

The Accessibility for Manitobans Act with accompanying regulations came into effect in December 2013. Five accessibility standards were set out, the third one being “Information and Communication.” The standard defined an accessibility barrier as anything that limits or prevents a person from receiving information, services or accessing space or participating in an activity. In the context of the public school system, our primary “customers” would be our students, parents/guardians, and to a lesser extent, volunteers and members of the public.

### **Promoting Accessible Communication**

The Division will make reasonable efforts to ensure that, when communicating with a person who self-identifies as being disabled by a barrier, the communication is done in a manner that takes into account the barrier.

The Division will provide access to information in a format that meets the needs of students, staff, and community members who require supports for:

- mobility;
- vision;
- hearing; and
- understanding.

The Division will provide information and support in the following areas:

- web applications;
- print media;
- signage; and
- public information and events.

### **Assistive Devices**

The Division recognizes that a person who is disabled by a barrier may use assistive devices to remove or reduce the barrier, and the measures and practices that the organization implements must reasonably accommodate the use of those devices.

### **Accessible Communication Training**

The Division will provide training to any employee or volunteer who provides services directly to staff and/or students.

The Division will provide training as soon as reasonably practicable upon the person being assigned to applicable duties.

The Division will also provide training where there are changes to the Division's measures, administrative procedures, and practices regarding barrier-free access to information and communications. Training will include:

- Instruction on how to identify, prevent, and remove barriers to accessible communications;
- Instruction on how to provide information through a communication support or accessible format;

- Instruction on how to interact and communicate with persons who have a disability or face barriers.
- The process and procedures, including the steps to take if a person with a disability is facing a barrier preventing them from accessing information and communications.
- Reference to The Human Rights Code of Manitoba and The Accessibility for Manitobans Act, specifically the Accessible Information and Communication Standard Regulation.

The Division will document its training, a summary of the content of the training and when training is to be/has been provided.

### **Duty to Notify**

The Division will take appropriate measures to inform the public and its employees that on request the Division will provide information through a communication support or accessible format.

The Division will take appropriate measures to inform the following individuals that educational materials are available through a communication support or accessible format upon request:

- (a) Employees;
- (b) Students;
- (c) Applicants or prospective applicants; and
- (d) Parents and guardians of students.

### **Requesting Accessible Information and Educational Materials**

When a person requests information through a communication support or accessible format, the Division will:

- Consult with the person to identify the support or format that would remove the barrier.
- Provide the information to the person through the identified support or format in a timely manner.
- In the event a request for accessible educational materials is made, and the educational material cannot be reasonably provided through a communication support or accessible format, the Division will provide a comparable resource to the person who requested the support or accessible format.

## Requesting Accessible Library Resources

When a person requests that a library provide a library resource through a communication support or accessible format, the Division will:

- Consult with the person to identify the support or format that would remove the barrier.
- Provide the information to the person through the identified support or format in a timely manner.
- In the event a request for accessible library materials is made, and the library material cannot be reasonably provided through a communication support or accessible format, the Division will provide a comparable resource to the person who requested the support or accessible format.

## Accessible Web Content and Web Applications

Brandon School Division's website ([www.bsd.ca](http://www.bsd.ca)), school websites, and any associated web applications exceed the standards set out in WCAG 2.1 Level AA.

## Requesting Accessibility Accommodations

The Division wants to make sure everyone can access and understand information. Staff, students, and community members who may require services and resources in a different format or help with communication can submit a request for accessibility accommodations by following the steps outlined below:

1. Identify the information or resource you need in an accessible format, or the type of communication support required.
2. Send your request through one of the following channels:

**Online Form:** Complete the BSD Accessibility Request Form. All BSD forms and publications are available in alternate formats upon request. Please call the Office of Communications at 204-729-0388 or email [info@bsd.ca](mailto:info@bsd.ca) for assistance.

**Email:** Send an email to [info@bsd.ca](mailto:info@bsd.ca) with your name, contact information, and description of the accessible service, format, or support you need.

**Phone:** Call the Office of Communications at 204-729-0388 to make a request.

**In Person:** Visit a BSD facility and speak with staff for assistance.

3. After submitting your request, a representative will contact you to discuss the accessible service, format or communication support that best meets your needs.

When a request is received, it is reviewed by the Accessibility Committee to ensure that appropriate actions are taken to resolve any concerns in a timely fashion:

- Consult with the person to identify the support or format that would remove the barrier.
- Provide the information to the person through the identified support or format in a timely manner.
- In the event a request cannot reasonably be provided through a communication support or accessible format, the Division will provide a comparable resource to the person who requested the support or accessible format.

Brandon School Division documents the actions taken in response to requests received regarding accessible customer service and, upon request, makes that documentation available in a manner suitable for persons disabled by barriers.

### **Submitting Accessibility Feedback**

The Division welcomes feedback on how we provide accessible customer service. This feedback will help us identify barriers and respond to concerns. Staff, students, and the community may provide feedback through one of the following channels:

- **Online Form:** Complete the BSD Accessibility Feedback Form. All BSD forms and publications are available in alternate formats upon request. Please call the Office of Communications at 204-729-0388 or email [info@bsd.ca](mailto:info@bsd.ca) for assistance.
- **Email:** Send an email to [info@bsd.ca](mailto:info@bsd.ca) with your name, contact information, and details regarding the feedback.
- **Phone:** Call the Office of Communications at 204-729-0388.
- **In Person:** Visit a BSD facility and speak with staff for assistance.

Brandon School Division documents the actions it takes in response to feedback received regarding accessible customer service and, upon request, makes that documentation available in a manner suitable for persons disabled by barriers.