



# THE CORPORATION OF THE TOWN OF COBOURG

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The Town of Cobourg is working to create more accessibility in the Town by highlighting some of the key features of the Accessibility for Ontarians with Disabilities Act (AODA). There are five (5) standards under the AODA and this information will focus on the Information and Communications Standard.

The Information and Communications Standard under the AODA outlines requirements for sharing information and content with the public, especially people with disabilities.

The best practice is to have an accessible version, or use accessible design principles, when creating information for people with disabilities.

As you are interacting with a person, consider the following:

- Have I provided the right amount of information?
- If it is written communication, have I used bullet points or numbered lists where I can?
- Have I started with the most important information?
- Have I used clear and short sentences primarily?

When possible, use person-first language to describe a person with a disability. People first language emphasizes the **person**, not the disability. By placing the person first, the disability is no longer a person's primary, defining characteristic.

Pay attention to the words and phrases that you use to ensure that you are not accidentally devaluing people who have a disability. Though often these terms or phrases are used without thinking or understanding, this type of language suggests that people with disabilities are abnormal.

It is best practice to ask a person how they wish to be referred to – and how they refer to their disability. This allows them to share their story and experiences with you, if they feel comfortable.

If you have any questions at all, please don't hesitate to contact our Accessibility Coordinator:

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