Township of Brock

<u>Alternate Formats Policy</u>

1.   Statement of Organizational Commitment

The Corporation of the Township of Brock is committed to providing information and communication about their goods, services or facilities in a manner that is accessible to persons with disabilities.

2.   Background

The *Accessibility for Ontarians with Disabilities Act (*AODA) was proclaimed in 2005 with the stated intention to "achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures, and premises on or before January 1, 2025." In order to achieve this vision, the Provincial government has issued five set of standards under AODA: customer service, transportation, communication and information, employment, and built environment.

As part of the ongoing requirements under the AODA and the Integrated Accessibility Standards Regulation (IASR), Ontario Regulation 191/11, an obligation addressing the provision, upon request, of corporate documents in alternate formats was developed. If an employee or member of the public requests alternate formats of municipal information or communication, the municipality must attempt to develop and deliver alternate formats of the requested municipal information or communication in a timely manner that takes into account the person's accessibly needs and at a cost that is not more than the regular cost charged to other persons.

3.   Purpose

The purpose of this policy is to document how the municipality will, upon request, provide or arrange for the provision of accessible formats and communication supports for an employee or the member of the general public with a disability.

4.   Scope and Responsibility

This policy applies to all Township of Brock employees and persons with disabilities. This policy also applies to all information and communications produced by the municipality for the release to the public, staff, or volunteers whether produced in-house or on behalf of the municipality. This policy does not apply to unconvertible information and information that the municipality does not control directly or indirectly through a contractual relationship.

The CAO & Municipal Clerk is responsible for the overall implementation and enforcement of this policy.

5. Definitions

"Accessible formats" may include, but are not limited to large print, recorded audio, electronic formats, and other formats useable by persons with disabilities.

"Barrier" as defined by AODA, means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability including a physical barrier, an architectural barrier, information or communication barrier, an attitudinal barrier, a technological barrier, or a policy or practice.

"Communications" means the interaction between two or more persons or entities, or any combination of them, where information is provided, sent or received.

"Disability" as defined by AODA, means:

a) Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness, and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree or paralysis, amputation, lack of physical coordination, blindness or visual impairment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or a wheelchair or other remedial appliance or device;

b) A condition of mental impairment or a developmental disability;

c) A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;

d) A mental disorder; or

e) An injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act*, 1997.

"Employee" means any paid employee, including, but not limited to, full-time, part-time, paid apprenticeships, and seasonal employees.

"Information" means data, facts and knowledge that exist in any format, including text, audio, digital or images, that convey meaning.

"Municipality" means the Corporation of the Township of Brock.

"Unconvertible Information" means information or communications that is not technically feasible to convert and/or the technology to covert the information or communications is not readily available.

6.   General Policy

6.1   Development of Township Documents

All Township of Brock documents shall be created in an accessible format using the "Township of Brock – Guide to Accessible Documents" attached hereto as Appendix A. Furthermore, templates for letters, reports, memorandums, minutes, agendas, and job postings have been developed for use by all Township staff.

All municipal documents that the Township controls directly or indirectly shall feature the "Alternate Formats" clause:

> "This document is available in alternate formats upon request.
> Please contact the Clerk's Department at 705-432-2355."

6.2   Requests for Alternate Formats

An employee or member of the public shall make requests for Alternate Formats through the "Request for Document in an Alternate Format" attached hereto as Appendix B. The Clerk's department shall consult with the department from which the document originated and the person making the request to determine their accessibility needs. The request shall be honoured in a practical manner depending on:

    I.   the media chosen;
    II.   the size and complexity of the document;
    III.   the quality and source of the documents;
    IV.   the feasibility of the request, including cost; and
    V.   the number of documents to be provided.

6.3   Unconvertible Information

If it is determined that information or communication are unconvertible, the Clerk's department shall provide the person requesting the information or communication with:

    I.   an explanation as to why the information or communication is unconvertible; and,
    II.   a summary of the unconvertible information or communication.

6.4   Conversion to Alternate Formats

Conversion to alternate formats shall be processed in-house wherever possible. If a request cannot be processed in-house, the municipality will explore external options for the conversion.

If it is determined that the format requested is not feasible, other alternate methods of providing the information or communication shall be explored. The alternate method shall attempt to meet the needs of the person making the request and be agreed by both parties.

6.5   Meeting Requests in a Timely Manner

All requests for alternate formats and communication supports will be provided by the municipality in a timely manner that takes into account the person's accessibility needs and the timeliness of the request.

6.6   Providing Information at No Additional Cost

The municipality will provide alternate formats and communication supports at a cost that is not more than the regular cost charged as per the Township of Brock Fees By-Law.

6.7   Notification

Public Notification

The municipality will notify the public of the availability of alternate formats and communication supports on all Township documents and the Township website.

Employee Notification

The municipality will notify all employees of the availability of alternate formats and communication supports during staff training.

7.   Administration

The Clerk's Department will receive and review all "Request for Document in Alternate Format" forms and forwarded them to the department in which the requested document originated from for consultation. The Clerk's department will respond to all requests for alternate formats.

*Adopted by Resolution No. 4-7 at the September 22, 2014 Protection to Persons & Property Committee

Township of Brock Guide to Creating Accessible Documents

October 2018

Table of Contents

Introduction/Background

The Township of Brock is committed to promoting, encouraging, and providing an accessible community and ensuring equality for all in the Township of Brock.

The *Accessibility for Ontarians with Disabilities Act* (A.O.D.A.) was passed by the Ontario Legislature in 2005. The overall goal of the A.O.D.A. is to provide for the development of minimum standards in order to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodations, employment, buildings, structures and premises on or before January 1, 2025. In order to achieve this vision of a barrier-free Ontario by 2025, the Government has issued five sets of standards under A.O.D.A.: customer service, transportation, communications and information, employment, and the built environment.

The Integrated Accessibility Standards (I.A.S.R.), Ontario Regulation 191/11, establishes the compliance framework for obligated organizations and is based on the Ontario Human Rights Code. It establishes accessibility standards for: Information and Communications, Employment, Transportation and Built Environment.

The Information and Communications section of the I.A.S.R. seeks to provide persons with disabilities enhanced access to information in accessible formats, upon request.

Statement of Organizational Commitment

The Corporation of the Township of Brock is committed to promoting, encouraging, and providing an accessible community which ensures equality for all by meeting the accessibility needs of persons with disabilities in a timely manner and developing, implementing, and maintaining policies governing how the municipality achieves and will achieve accessibility requirements of the Integrated Accessibility Standards Regulations (I.A.S.R.) under the *Accessibility for Ontarians with Disabilities Act* (A.O.D.A.).

More than Compliance

Accessibility is not just a matter of legal compliance.

Implementing Accessibility Standards will foster inclusiveness and enhance access to municipal goods, services, and facilities in a way that respects the dignity and independence of persons with disabilities.

This Guide to Accessible Documents aims to produce website ready, user-friendly documents for all stakeholders and municipal staff, including persons with disabilities.

What does it mean to make information accessible?

Accessible information means considering the needs of persons with disabilities.

- When you create new information, think about what might help someone who has low vision, hearing loss, or a learning disability to understand it;

- To make your existing information more accessible, recreate it in an accessible format. For example, use large print for someone with vision loss;

- You can also help someone to understand the information. For example, use written notes to communicate with someone who is deaf.

Readability should be the first step in making administrative documents accessible to everyone.

Font, Design and Accessible Formats

Use Appropriate Font Family

Avoid complicated, decorative or handwriting fonts.

Choose "Sans-Serif" fonts as opposed to "Serif" fonts.

"Sans-Serif" fonts are characters that do not have small strokes at the ends, such as: Verdana or Arial.

These fonts have easily recognizable upper, lower-case, and numerical characters.

"Serif" fonts have decorative strokes at the end of the characters making it difficult to read, such as: Times New Roman.

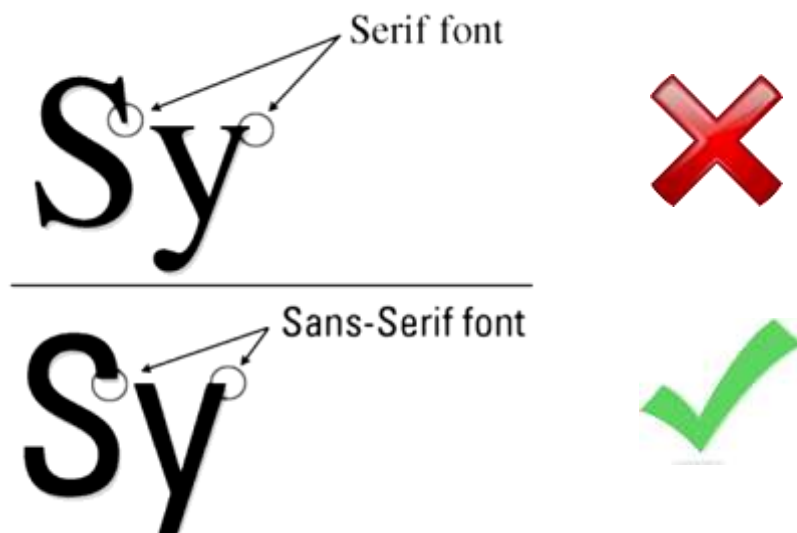|	
Arial	This font is accessible
Garamond	This font is not accessible
Monotype Corsiva	This font is not accessible

Tip: The Township's standard font family is **Arial**.

Use Appropriate Font Size

Make text large, preferably between 11 and 18 point.

The size of the font is a fundamental factor in legibility.

A font size of 10 point and smaller is not accessible and should be avoided where possible.

Font size 11 is the Township's standard for main body text.

A minimum font of size 16 is the Township's standard for presentation documents.

Font size 10	Not accessible & should be avoided where possible ✗
Font Size 11	Township's standard for main body text ✓
Font Size 14	Township's standard for main headings ✓
Font size 16	Township's standard for large print ✓

Note: Font size varies between font families. This guide is based on the Arial font. If using sans-serif fonts other than Arial, use Arial as the base for determining appropriate font size. For example:

Arial, font size 11	Township standard for main body text
Calibri, font size 13	Calibri 13 is similar in size to Arial 11
Verdana, font size 11	Verdana 11 is similar in size to Arial 11

Use Bold for emphasis, not italics or underlining

Avoid *italics* and <u>underlining</u>, to improve readability.

Italic fonts are more difficult to read than regular fonts, mainly due to the output of angled characters on a digital screen that has a poor resolution. There may be exceptions to using italics when required to meet standard formatting, such as citations in legal documents. If the font is very large, italics may be legible, but as a general rule, **avoid italics where possible**.

Underlining used for emphasis interferes with lower case letters and should be avoided for emphasis. Only use underlining when describing internet links, such as email addresses and web pages. In this application, use the international standard of a blue font. For example, <u>www.townshipofbrock.ca</u>.

Avoid sentences in all UPPER CASE letters

A sentence written with a combination of upper and lower case letters is easier to read.

The ascenders and descenders found in lower-case letters provide word shape which cause mental reading clues to speed up the process of reading. Sentences written in all upper-case letters do not benefit from these clues and are more difficult to read.

CAPITALS DON'T GIVE CLUES. ✖

Different shapes give clues. ✔

In some instances, it may make sense to use all upper case, such as titles with a maximum of two words or when text is being used as a graphic image and is not intended to be read. In both of these examples, there is no benefit to having the mental reading clue.

Upper case can give the impression of shouting to the reader and therefore should always be avoided where possible.

If the intent is to convey a shout, use an exclamation point as per proper grammar.

Acronyms

With acronyms, it is best to have a period between each letter. Periods allow screen readers to properly interpret the text as an acronym and not a word. For example, the acronym for *Accessibility for Ontarians with Disabilities* Act is A.O.D.A. If several acronyms are used often throughout your document, consider including a glossary of terms.

AODA ✖

A.O.D.A. ✔

Abbreviation

An abbreviation is a shortened version of a word or phrase. Abbreviations should always be spelled out the first time it is used in a document with the shortened version following in brackets.

Example: Street (St.)

Another example, is the abbreviation of the word "number" which is often listed as "No.". Keep in mind that the letters "no" are in the opposite of "yes". A person using an assistive program would not customize their computer to have the letters "no" read to them as number.

Using the #, will enable assistance programs to hear it is a number. The hashtag (#) is on the keyboard, and is commonly used to refer to a number.

Abbreviations Can Be Confusing

What one would you use?

1. Telephone Number – most preferred

2. Telephone # - next preferred

3. Telephone No. – the abbreviation No. is identical to the word in the English dictionary no (opposite of yes) and is not recommended to use.

What one would you use?

1. For example?

2. e.g.?

It is always best to spell out the words. However, if you need to abbreviate, use "e.g." based on the Canadian Press Stylebook.

Use Appropriate Text Alignment

Align text to the left margin.

Aligning text to the left margin makes it easier to find the start of the next line and keeps the spacing between the words even. ✔

Centre alignment is not accessible. ✘

Justified alignment is not accessible as it causes uneven spaces between words. ✘

Where images are used with text, align the image to the left of the page with the text directly above or below. Alternatively, align the image to the right of the page with the "Square" text wrapping option and keep the text aligned left.

Use Smart Headings, Paragraph and Spacing Tools

Use Styles to create a reference structure and help users navigate the document.

Microsoft Office

- Use the "Styles" tool to quickly apply formatting choices to headings and paragraphs.

- Headings create structure within a document and assist with accessibility, once converted to a Portable Document Format (PDF).

- A Heading 1 (H1) would be the main topic of your document or section of your document.

- A Heading 2 (H2) would be a subsection of the Heading 1.

- A Heading 3 (H3) would be a subsection of the Heading 2.

- A Title style is typically used on a cover page.

- Benefits are:

    o Screen readers can more easily identify and navigate sections;

    o Increased readability;

    o Formatting is consistent throughout the document;

    o A table of contents with links to document sections can be automatically generated, as formatted in this document.

Tip: The Township's standard headings are below.

- **Heading 1 (H1)** – Arial, 16 point, bold, 12 spaces before and 6 spaces after the text is recommended.

- **Heading 2 (H2)** – Arial, 14 point, bold, 6 spaces before and 6 spaces after the text, is recommended.

- **Heading 3 (H3)** – Arial, 12 point, bold, 6 spaces before and 6 spaces after the text, is recommended.

Colours

Colour is often what makes a marketing piece stand out. However, when creating accessible documents, be aware of the correct and/or appropriate colour choices.

The easiest text colours to read are black and white.

Some people prefer a high-contrast background, such as black font on a white or yellow background. The same is true for the opposite white or yellow text on a black background. Any text in a filled box should be bold face.

Contrast

The better the contrast between the background and the foreground, the more legible the document will be. **Black text on a white background provides the best contrast and is the easiest to read.**

With a coloured background, ensure the text is still easily visible by bold-facing the font.

Try to avoid busy or confusing background images, as it makes reading the test difficult.

Use Informative Alternative Text for all Graphics

Add a short description to all graphics inserted into a document. This includes, but is not limited to, logos, pictures, charts, informative images and links.

An "Alt tag", or alternative text, is a brief description of any graphic that is inserted into a document. It can be read by a screen reader to allow someone with a vision disability to understand what the graphic is.

When software does not support the display of the images or when the user has chosen not to view images the "Alt tag" is displayed in place of the image.

To add an ALT tag or ALT text to an image, right click the image and select **Edit Alt Text.** Add a title and description of the image.

To add ALT Text to a chart, right click the chart and select the **ALT Text** tab and the top right hand corner of the pop up. Add a title and description of the chart.

Logos

A logo should have alternative text. For the Township of Brock logo, the alternative text should be: Township of Brock logo.

Images

Any photos or graphics used must have copyright permission. This means that you have the right to use them. Do not use images pulled via Google or the Internet.

Provide information that describes the pictures function.

Charts

If the information in the chart is located within the document, the alternative text can give a brief description and state "for more information see page XX of this document." If the chart information is not found within the report, you should provide a description of the content of the chart.

Informative Images

Informative Images are graphics that are used to illustrate a concept, for example a phone symbol. The alternative text should convey the information presented by the image "phone".

Links

The link to a document would have alternative text describing the link and indicating the size of the document. For example "Guide to creating accessible documents (PDF 1,245KB)".

If the link redirects the user, the alternative text should indicate this. For example, "this

link will take you to the Township of Brock's accessibility webpage". It is important to keep the actual link contained on one line to prevent it from being separated to two lines after converting it to PDF.

Use the word 'select' versus 'click' as some users do not use a mouse.
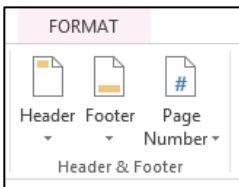
Use Appropriate Leaders

Avoid dot leaders that are often used in a Table of Contents.

What is acceptable?

Dot Leader ………………………………………… No   ❌

Solid line leader _____ Yes   ✔️

No leader   Yes   ✔️
*provided there is enough space between the lines

Use Page Numbering

Add automatic page numbering using the Header and Footer tool.

Numbering the pages of a document helps readers navigate the document and reference content correctly. Having the numbering listing as "Page X of Y" is better than having Page X located on the bottom right corner. For example, instead of having Page 3 in the footer of the document, have Page 3 of 10.

Use Lists

Use the built-in lists available within the programs. Not all assistive devices and technologies recognize all symbols. For example, if using any of the symbols in the Wingdings category, some assistance devices and programs will say wingdings instead of the symbol you selected.

Bulleted Lists

Use bulleted lists if the information is a related set of points. Bulleted lists should being with a colon. Each point in the list should end with a period.

Sewage:

- Sewage treatment.
- Pumping stations.
- Sewer lines.

Numbered Lists

Use numbered lists if the information is needed to be in order as in the example below. Numbered lists should have a period at the end of each one, not a semi-colon. Avoid using Roman Numerals.

Six Stages of the Recruitment Process

1. Apply online.
2. Application screening.
3. Selection process.
4. Welcome.
5. Reference check.
6. Offers of employment.

Use Standard Date Format

The international standard for date format is yyyy-mm-dd.

Dates are formatted differently across the world, which can be confusing to readers and cause misunderstandings.

The simplest way to write dates is to spell out the month portion of the date. The moment the month is spelled out, the date is no longer misinterpreted.

For example: Use "May 7, 2014"

If the month is not spelled out, use the international date format of yyyy-mm-dd for consistency and ease of reference.

For example: May 7, 2014 is noted as "2014-05-07"

Use Accessible Tables and Charts

Avoid tables and charts where possible but if they are required, format them to be accessible.

When tables and charts are needed to make a large amount of information clear to readers, all of the basic accessibility considerations that are applied to documents must also be applied to tables and charts including appropriate font size, alternative text, and appropriate text alignment.

Tips:

- Ensure tables include column headings and where possible, just one row of headings.

- Avoid using merged cells to keep tables simple.

- If the table splits across pages, be sure to set the header to show at the top of each page.

- Use formatting options to create different types of lines or apply textures rather than colours.

Use Plain Language

Use language consistent with Grade 7 or 8 reading level to ensure the largest number of people will understand the message.

Plain language is a way of organizing and presenting the information so that it makes sense to the reader and is easy to read for the first time.

Written material is in plain language if the reader can:

- Find what they need to find.

- Understand what they need to find.

- Use what they find to meet their needs.

Tips:

- Write for your audience.

- Use an active voice.

- Use short sentences and paragraphs.

- Use simple sentence structure and grammar.

- Avoid the use of technical jargon.

- Use simple, common everyday words.

- Use full words such as "Street" instead of abbreviations such as "St." and number instead of "no.".

- Use a positive tone.

- Avoid the use of watermarks which create a distraction.

Example:

Original Language – Township of Brock residents who have limbs and debris from privately owned trees are asked to use the Region's Waste Collection Program for their disposal needs.

Plain Language – The Region has a Waste Collection Program. Use this system to dispose of limbs and debris from trees on private property.

Use Accessible Forms

All forms placed on the Township website should be fillable.

When possible, all forms placed online should be fillable to allow users to complete the information digitally without having to print the form and complete it by hand.

Tips:

- Organize the fields chronologically;

- Ensure forms are keyboard accessible;

- Make sure label and field locations are easy to use;

- Make sure the information asked is short and basic;

- Avoid using asterisks (*) to indicate a required field;

- Offer standard entry fields for phone numbers;

- Where a signature is required, ensure there is enough space;

- Always start with a new template.

Accessible Document Checklist

- ☐ Font Family (Arial)

- ☐ Font Size (Minimum of 11)

- ☐ Bold (no italics or underling for emphasis)

- ☐ Upper Case Letters (no sentences with all upper case)

- ☐ Text Alignment (align to the left)

- ☐ Use Smart Headings, Paragraph, and Spacing Tools

- ☐ Contrast (minimum 7:1 colour contrast)

- ☐ Alt Tags (Alternative text)

- ☐ Appropriate Leaders

- ☐ Page Numbering

- ☐ Date Format

- ☐ Tables and Charts

- ☐ Real Lists

- ☐ Plain Language

- ☐ Accessible Forms

Accessibility Checker

The Accessibility Checker helps users create more accessible content. By identifying areas that might be challenging for users with disabilities, you can fix potential problems within your content.

Accessibility Checker in Microsoft Word & Power Point

This feature is available in Word 2010 and Power Point 2010 and above.

1. Click on Info under the File tab.

2. Click on 'Check for Issues,' then select 'Check Accessibility' from the drop down list.

3. The Accessibility Checker pane opens.
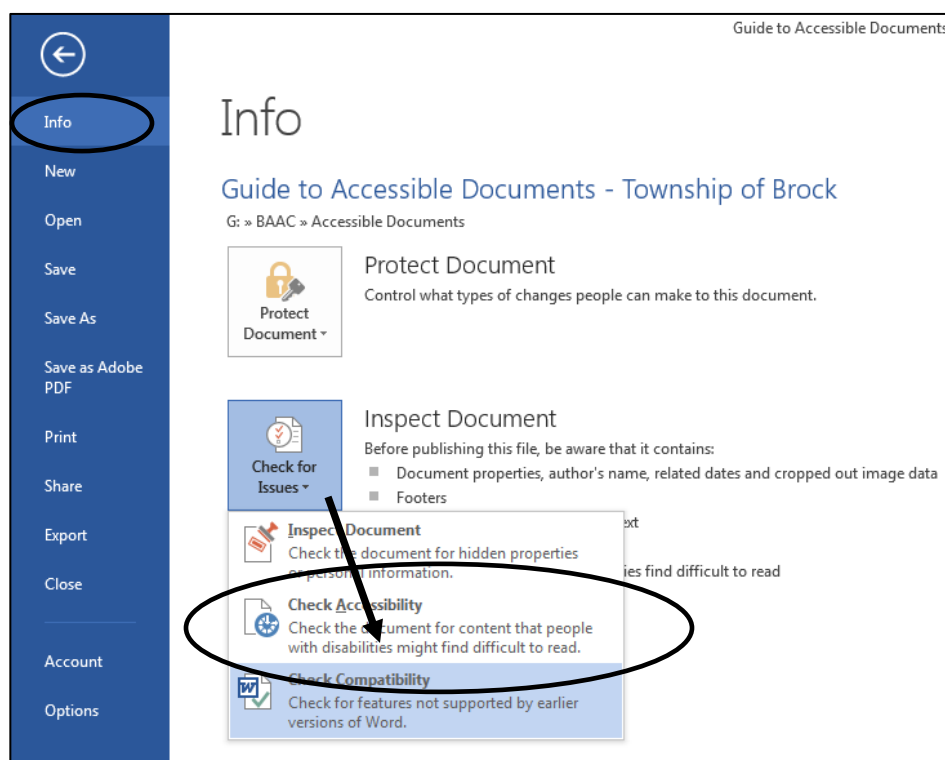
The Accessibility Checker checks your document against a set of possible issues. Each Issue that the Accessibility Checker finds is classified as an Error, Warning or Tip.

!

Errors   An Error is for content that makes a file very difficult or impossible for persons with disabilities to understand.

⚠

Warnings   A Warning is for content that in many, but not all cases, makes a file difficult for persons with disabilities to understand.

ⓘ

Tips   A tip is for content that persons with disabilities can understand, but that might be better organized in a way that would improve their experience.

Fixing Accessibility Issues

Whenever the Accessibility Checker finds an issue, the task pane shows the information about why the content might be inaccessible. When you select an issue, it shows you how to repair or revise it.

Accessibility Checker ▾ ✕

Inspection Results

ERRORS

◢ Missing Alt Text
   Oval 13
   Oval 9
   Straight Arrow Connector 6
   Group 28

WARNINGS

◢ Unclear Hyperlink Text
   www.townshipofbrock.ca
▷ Objects not Inline (26)
▷ Repeated Blank Characters (47)

Additional Information ⌄
Why Fix:
Alternate text helps readers understand information presented in pictures and other objects.

How To Fix:

Select and fix each issue listed above to make this document accessible for people with disabilities.

Steps:

1. Under errors, select a checker item and it will take you to that point in the document.

2. Read the "Why Fix" section to understand why it should be fixed.

3. Follow the "How to Fix" section to correct the issue.

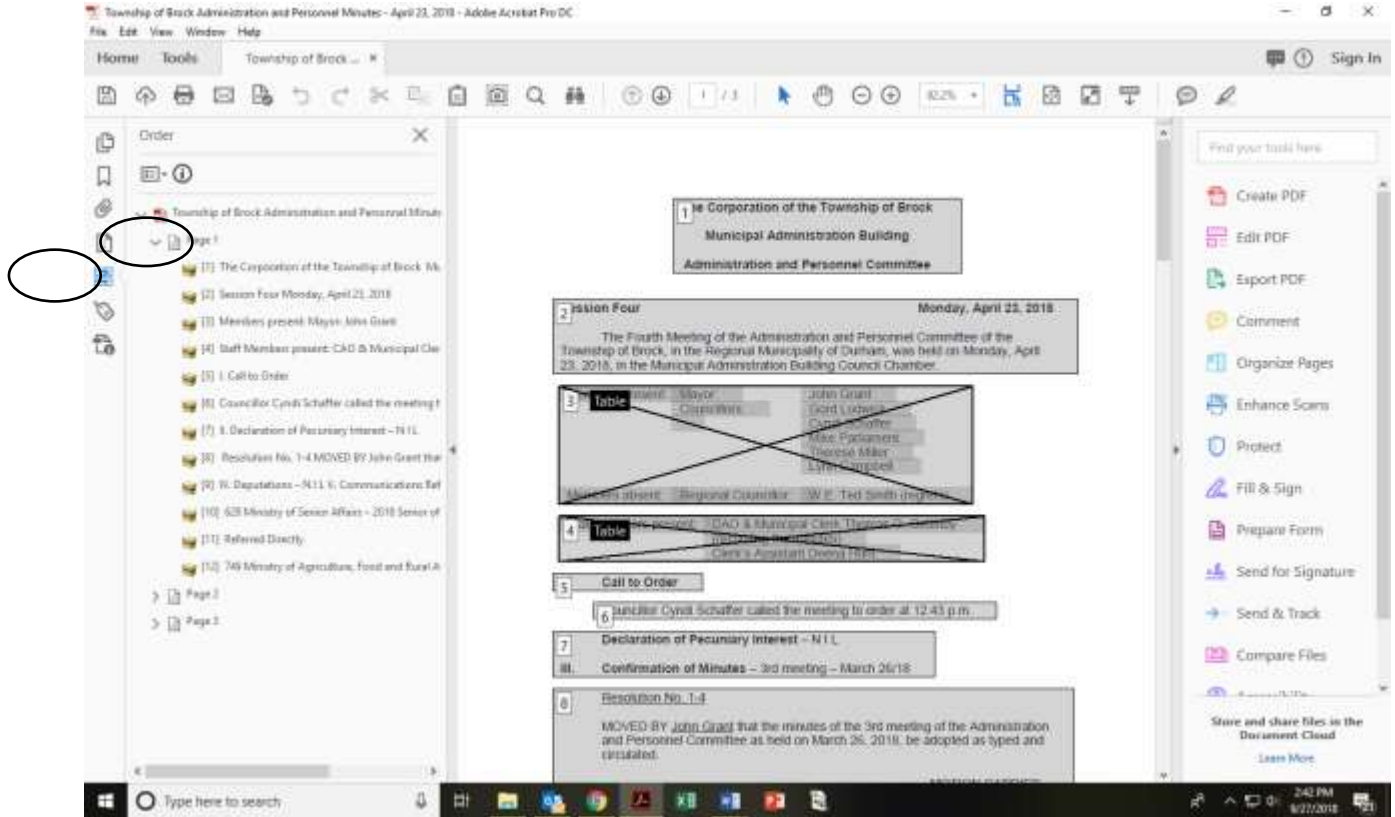## Accessibility Checker in ACROBAT (PDF)

1. Save your source document as a pdf using the ACROBAT tab in the header

2. Set document properties (File > Properties)
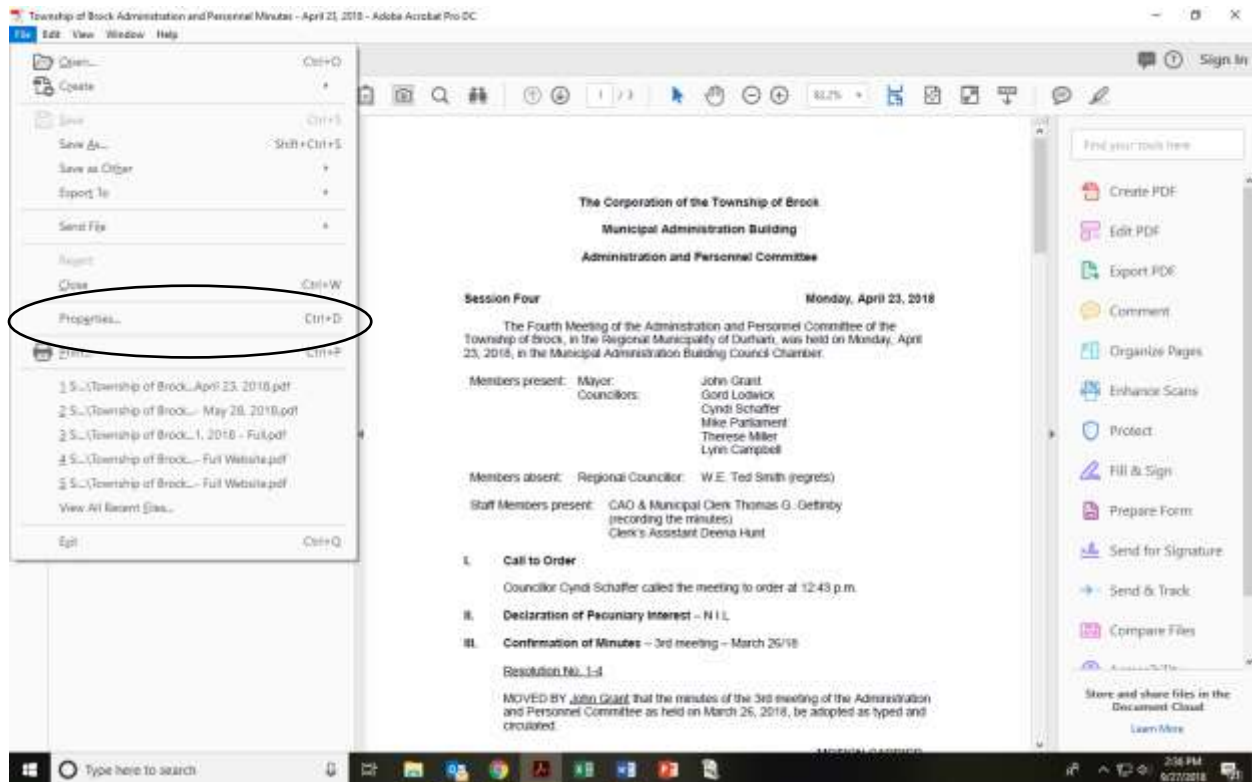
Update the

- Description
- Document Title
- Author (Township of Brock)
- Keywords

3. Reading Order (Tools > Accessibility> Reading Order)

Ensure the reading order is left to right top to bottom. To check click Page 1 and use the down arrow, this will take you through the reading order on each page. If you delete any empty change or change any order on the page, it will take you back up to the top of the page to check the reading order again.

Like elements should be displayed in a single box. (If you have used the Styles built into the Source document, this will automatically populate)

4. Content Pane (Tools > Accessibility > Content)
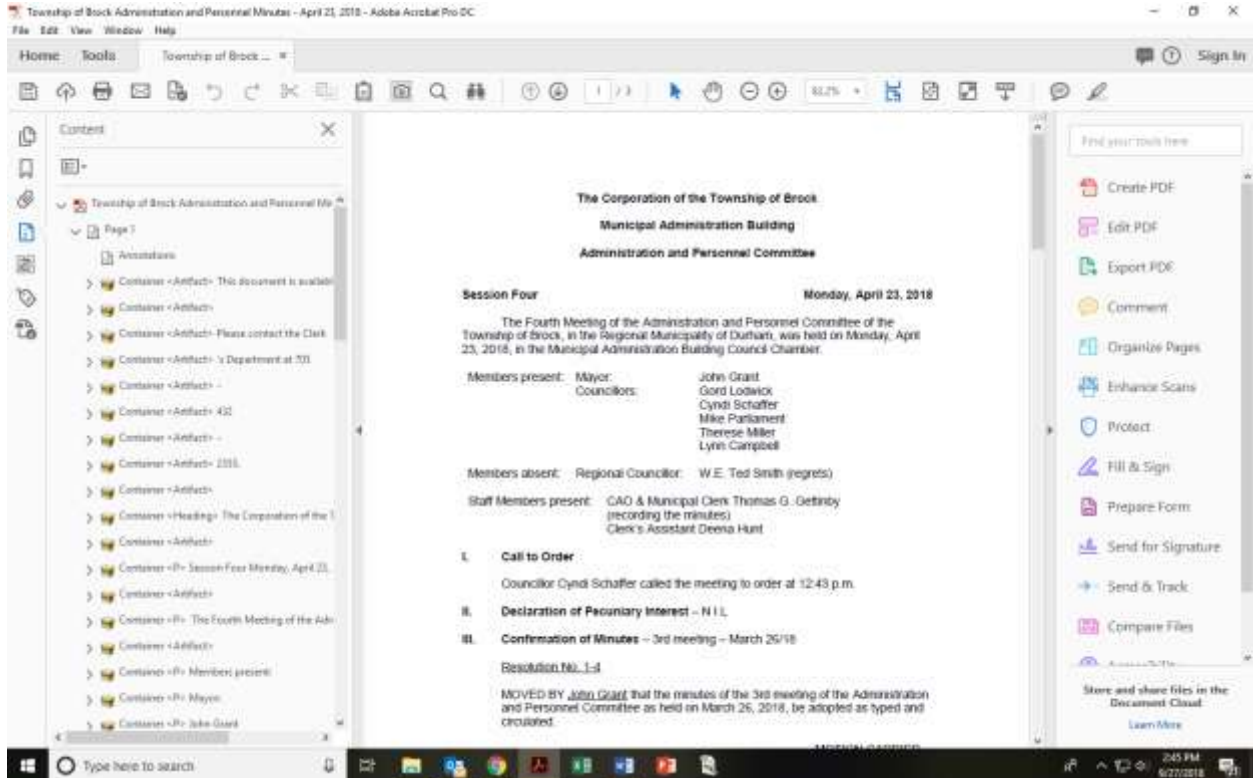
Ensure the content order matches reading order by selecting Page 1 and using the down arrow key to check the reading order. Any containers that are empty need to be tagged as artifacts. If you have used the styles built into Microsoft Word or Power Point, containers will be tagged automatically.

5. Tags Pane (Tools Accessibility > Tags)
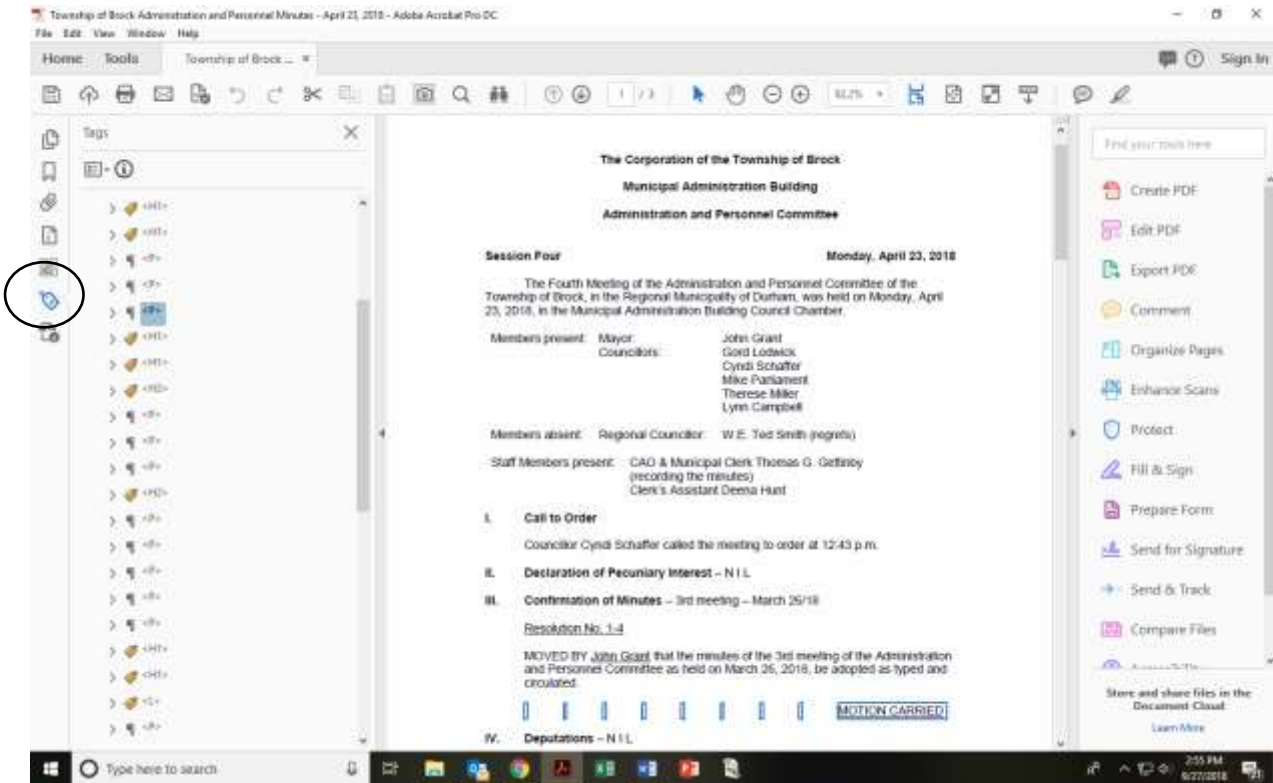
Ensure that the tags match reading and content order by clicking the down arrow. Follow along with the tags on the main document and delete empty tags. Ensure tables are tagged as tables.

** If document contains external documents, not formatted by you at the source (which happens when you combine multiple files from internal and external sources), you will need to **Auto Tag** the document and add ALT text to each of the external document.
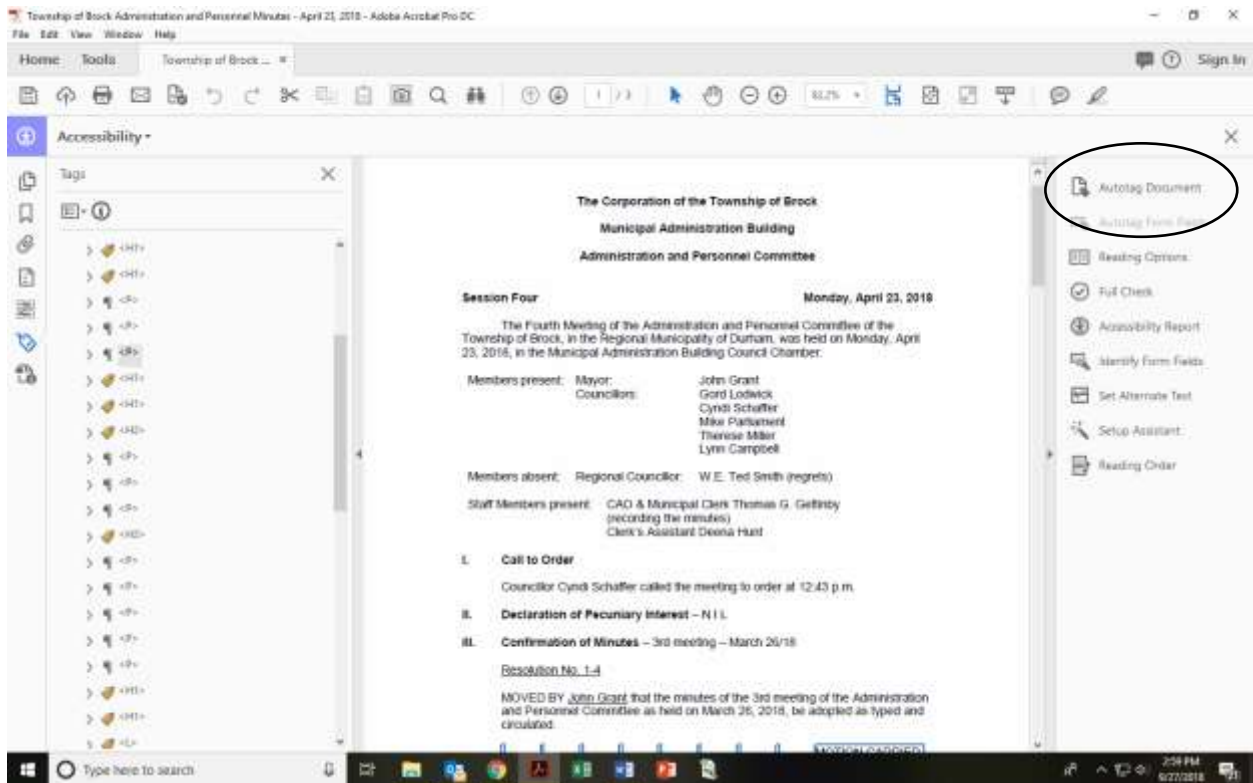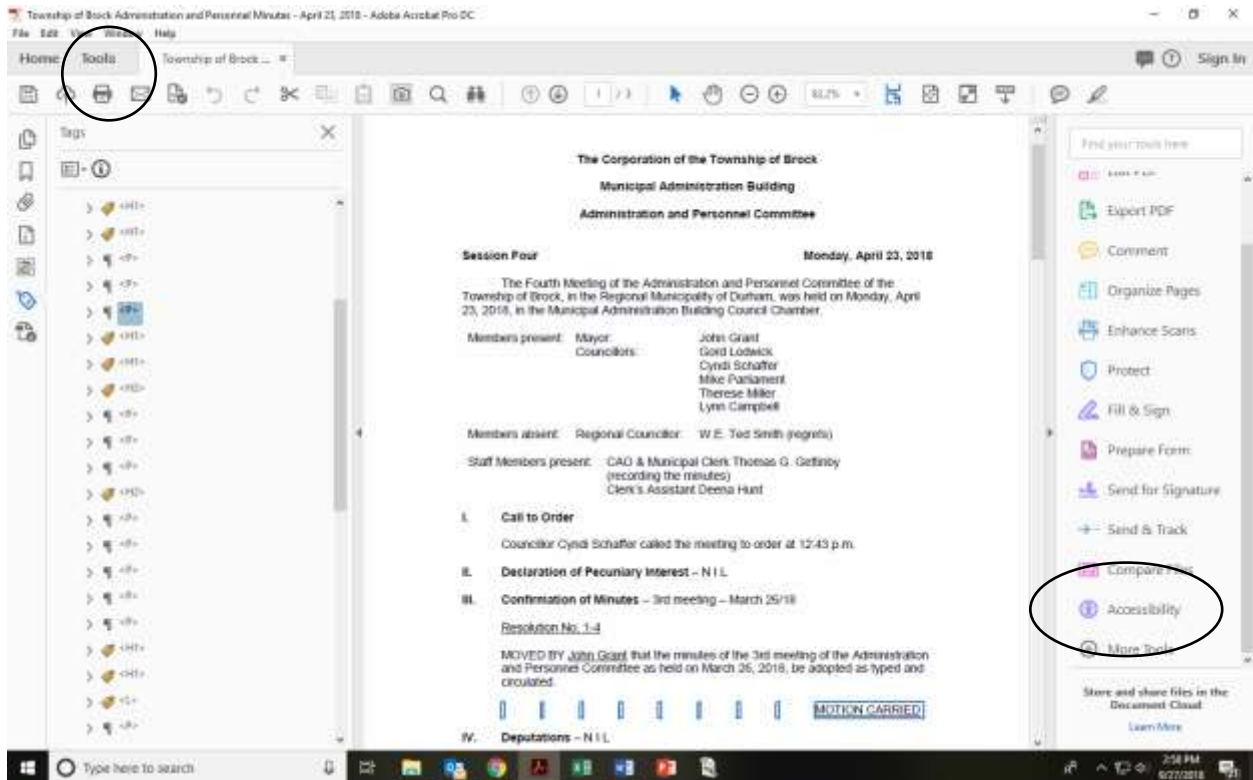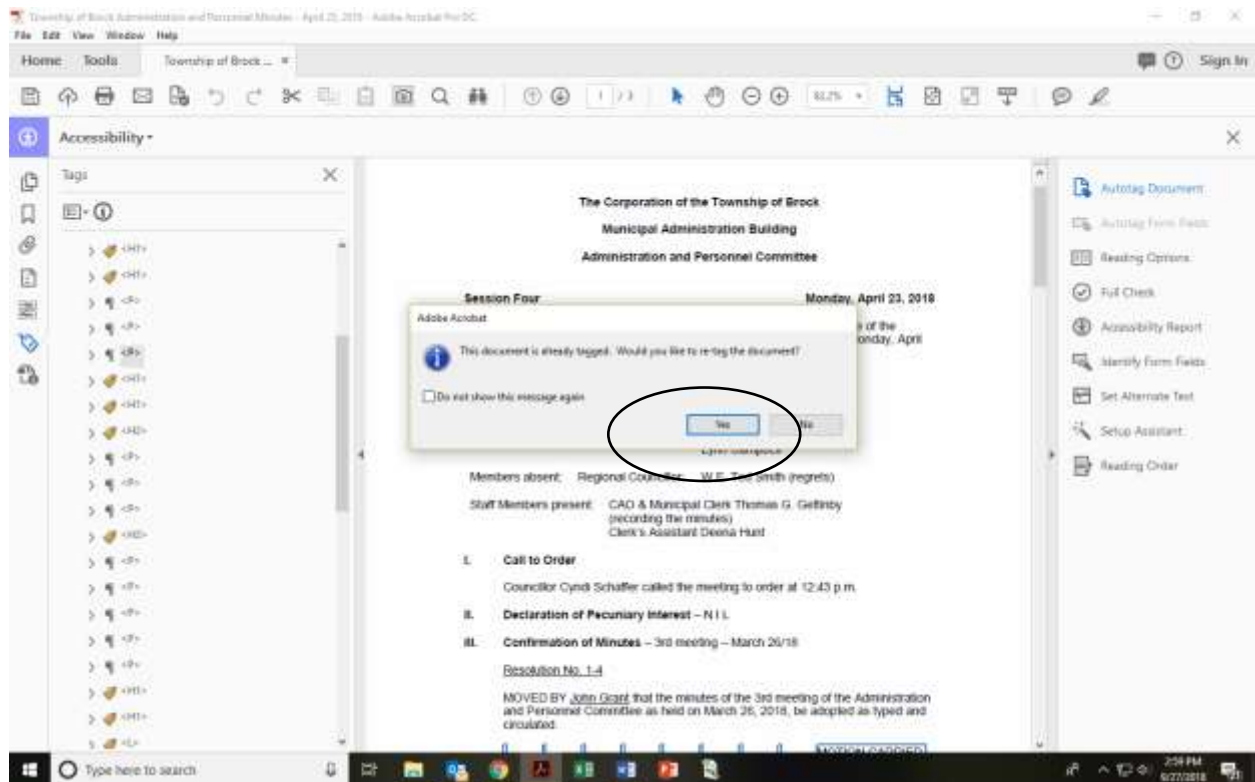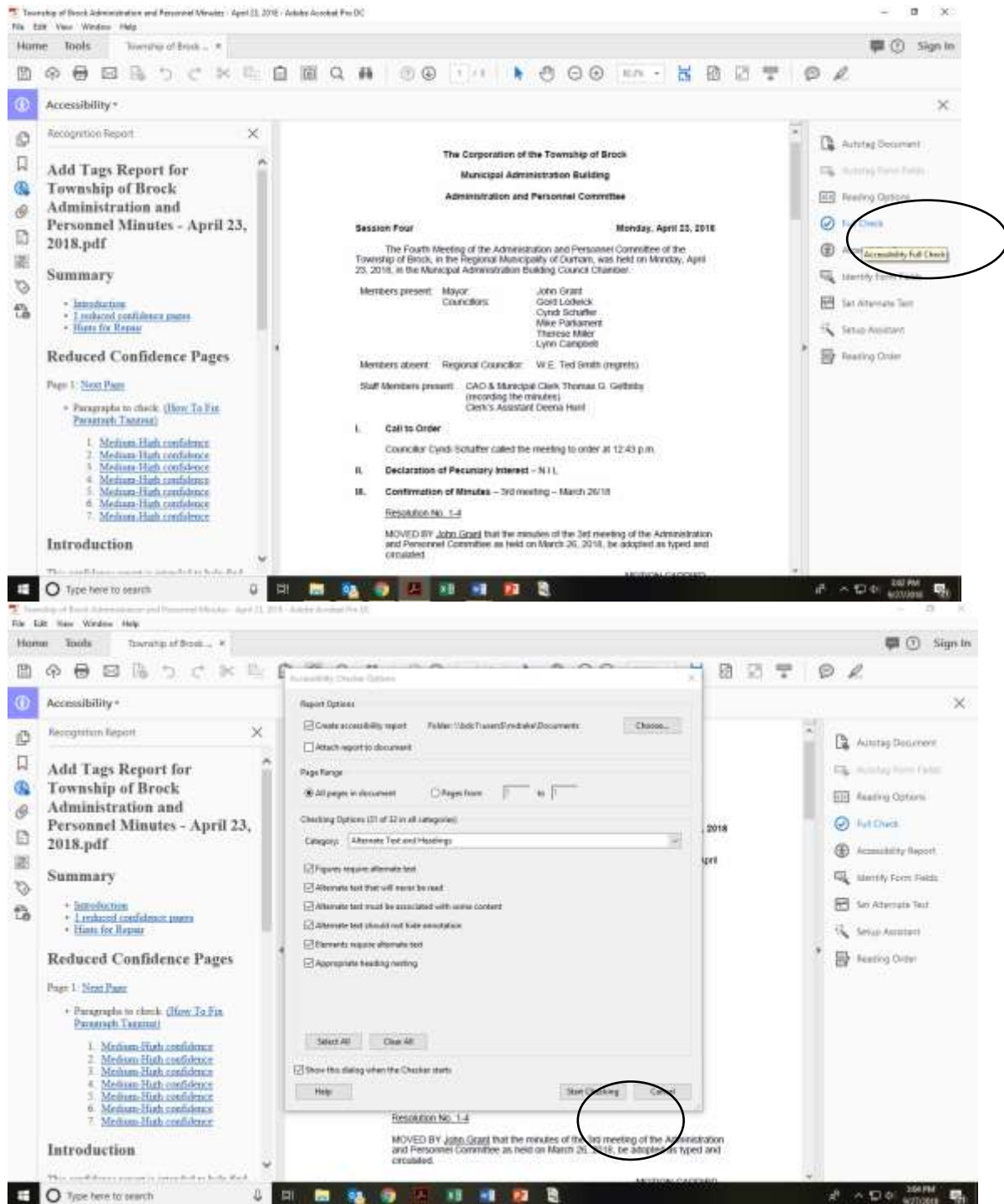
Re-check your Reading Order and Content order.

Checking Document Accessibility in Adobe

Run a Full Check

The Accessibility Checker window will appear on the left hand side of the screen. Expand each header to ensure that section has passed. If there is an error If you are unsure of how to correct an error, right click the error and select **explain rule**. This will take you to the adobe website with an explanation
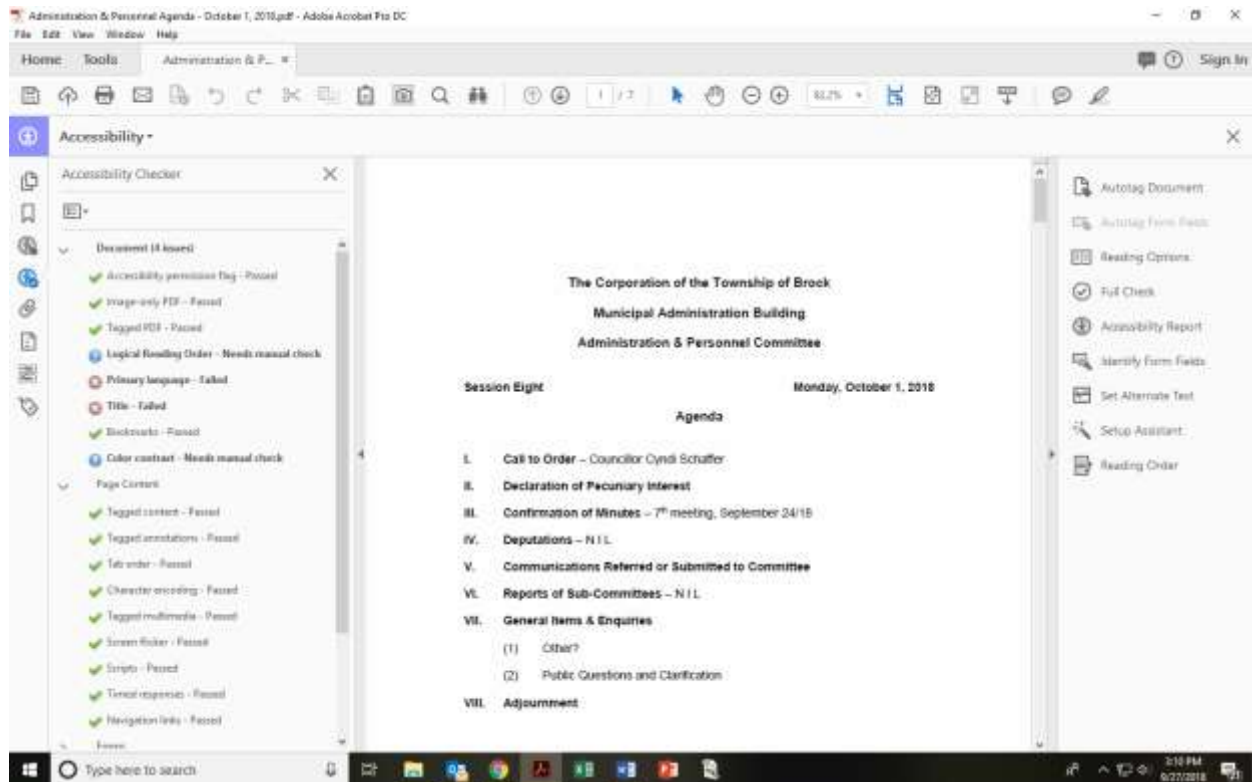
- Reading Order needs to be manually checked, as this has been done in Step 2, you can right click and select **Pass**.
- Colour contrast also needs to be manually checked. If using black text on a white background, you can right click and select **Pass.**
- Primary Language needs to be set to English, right hand click, and set to English
- If you have not set the Title, go into File (top left) and Properties and enter the title. Once fixed, right hand click Title and select Fix
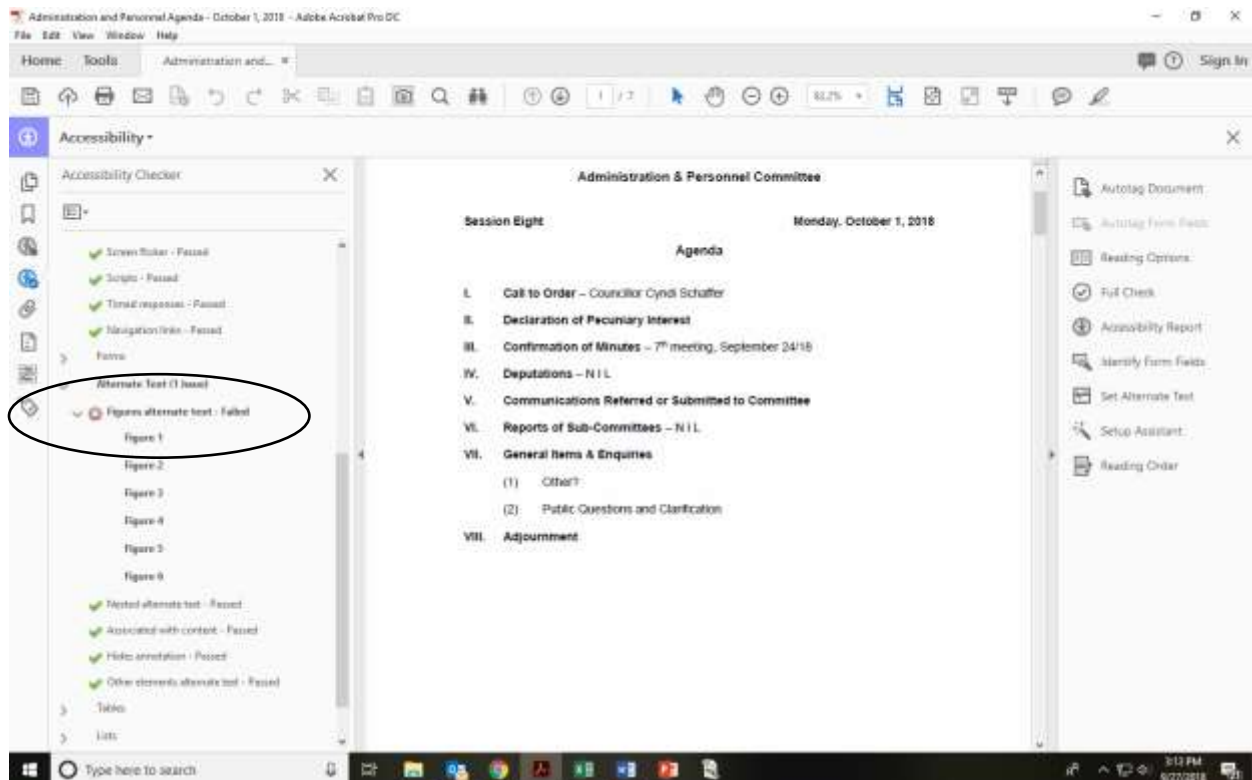
The external documents in your file will be auto tagged as Figures. To add ALT Text right hand click Figure 1 and select **Fix.**
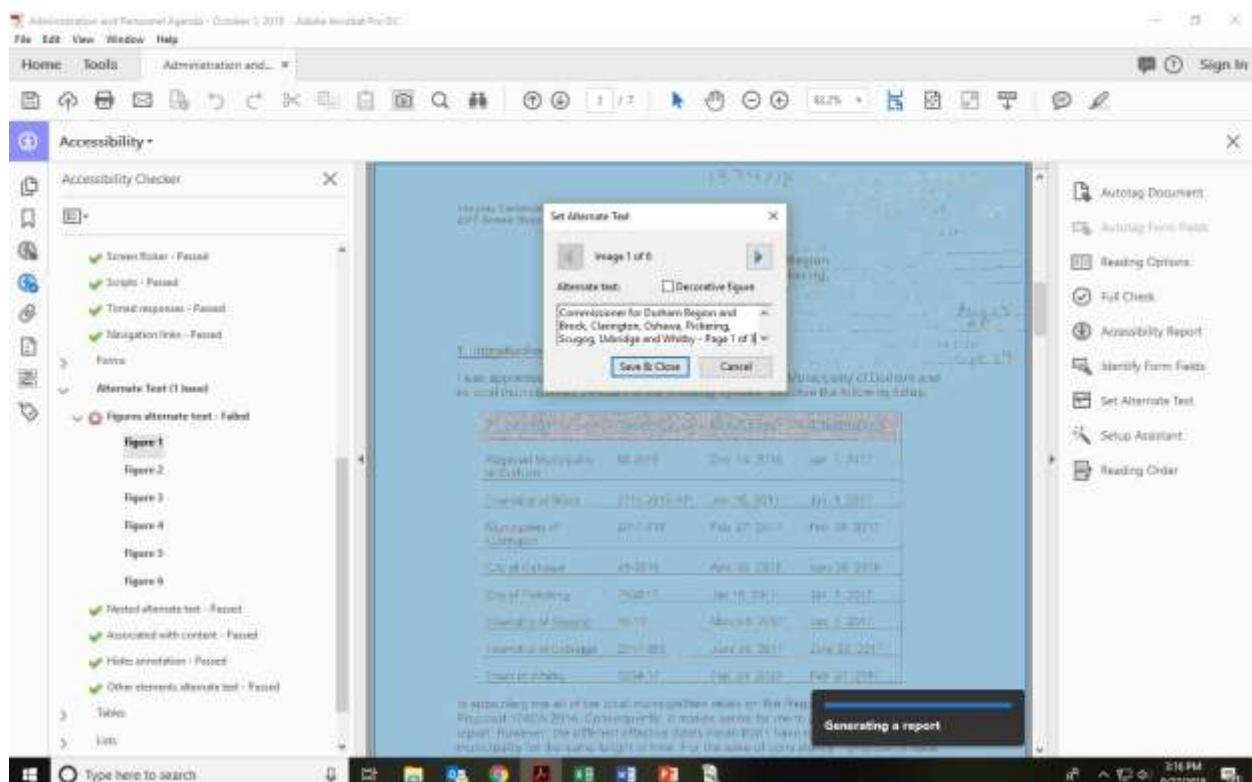
This ALT Text should contact the title of the external document, date, author and short summary. This description needs to be added for each external page. Use the same information and add Page 1 of X if there are multiple pages from an external source.

To continue adding ALT text all figures in the document press the blue right facing arrow. When you have finished adding the ALT text click Save and close.

Check the Reading Order again. The Auto Tag tool may have added tags to the source document as well.

Resources

The Accessible Digital Office Documents Project

The Accessible Digital Office Documents Project provides information on creating accessible digital documents using the most popular office applications.

[Microsoft Word 2007](#)

[Microsoft Word 2010](#)

[Microsoft Excel 2007](#)

[Microsoft Excel 2010](#)

[Microsoft PowerPoint 2007](#)

[Microsoft PowerPoint 2010](#)

[Adobe Acrobat 10 Pro](#)

[Adobe Acrobat 11 Pro](#)

Additional Information

[Learn more about the *Accessibility for Ontarians with Disabilities Act* and find free tools and resources](#)

Township of Brock

Request for Document in Alternate Format

The Township of Brock is committed to meeting the needs of all residents. If you require information in an alternate format, please complete this form or contact the Clerk's Department at 705-432-2355.

Contact Information:

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Telephone Number: _____ Alternate Number: _____

E-mail Address: _____

Preferred Method of Contact: ☐ Mail ☐ Phone ☐ E-mail

Document Information:

Document Name: _____

Section(s) Required: _____

Additional Document Information: _____

Alternate Format Request

☐ Large Print

　　　Font Size: _____Font Style: _____

☐ Electronic

　　　○ Microsoft Word　　　○ HTML　　　○ Text　　　○ PDF

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☐ Other (please specify)

Please return completed form to:

Township of Brock – Clerk's Department

1 Cameron Street East, Box 10, Cannington, Ontario, L0E 1E0

Email: brock@townshipofbrock.ca / Fax: 705-432-3487

For Office Use Only:
Date Received: _____ Received By: _____
Origin of Document: ☐ Clerks ☐ Works ☐ Finance ☐ Fire ☐ Building ☐ By-law/Canine
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