



Accessibility Alternate Format Request

Printed Communications

Veridian will provide any document produced by Veridian in an alternate format upon request, unless it is not technically feasible to do so and subject to privacy considerations.

Alternate formats can include, but are not limited to web access, large print versions of the document, Adobe Acrobat electronic file format or a text only electronic file which can then be read by a computer or printed in Braille. Our employees are also available to read a document aloud for a customer.

Requests for information in alternate formats should be addressed to the Veridian Accessibility Co-ordinator. We will make every effort to provide the information in the preferred format as soon as reasonably possible.

Contact our Accessibility Co-ordinator by calling our Ajax switchboard and asking for the Accessibility Co-ordinator.

Tel.: 905-427-9870

Toll Free: 888-445-2881

You can also send an email to accessibility@veridian.on.ca.

Verbal Communication

For those customers that speak a language other than English, various Veridian employees speak a number of languages and may be able to assist with translation if required. This service is provided as available and may not be able to meet the needs of all customers. Our employees will communicate with customers through an interpreter provided by the customer and with the customer's permission.