



OICR Multi-Year Accessibility Plan 2016 – 2021

Background:

The Ontario Government is committed to making Ontario accessible by 2025. In preparation, the *Accessibility for Ontarians with Disabilities Act (AODA)* was set out to help reach this goal and establish a time-frame for implementation. Under AODA, the Integrated Accessibility Standards Regulations (IASR, Regulation 191/11) provide greater detail regarding compliance for businesses and organizations. Under AODA and ISAR, OICR is required to have a multi-year accessibility plan in place and to ensure it also becomes fully accessible by 2025.

The following updated plan was completed in 2019.

Statement of Commitment:

OICR is committed to integrating accessibility into its services and communications to ensure dignity, independence, integration, and equal opportunity to its workers and customers.

Summary:

This multi-year accessibility plan summarizes deliverables, assignment of responsibilities, current status, and ongoing work according to legislative requirements. Reporting requirements are also summarized. The plan implements OICR's commitment to being a fully accessible organization in accordance with AODA by 2025.

A handwritten signature in black ink, appearing to read "Jeanette D'Souza", is written over a horizontal line.

Jeanette Dias D'Souza,

Feb 13, 2020

Date

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AODA Reporting Requirements: Businesses and Non-Profits, 50+ employees

Legislated Requirement	Deliverables	Responsibility	Compliance Due Date	Status
AODA, s.14 Integrated Accessibility Standards Regulation, s86.1	First Accessibility Report required by the Ministry of Community and Social Services.	Human Resources/Health, Safety, and Wellness	December 31, 2014	Completed Report filed December 3, 2014
AODA, s.14 Integrated Accessibility Standards Regulation, s86.1	Second Accessibility Report required by the Ministry of Community and Social Services.	Human Resources/Health, Safety, and Wellness	December 31, 2017	Complete Report filed October 18, 2017
AODA, s.14 Integrated Accessibility Standards Regulation, s86.1	Third Accessibility Report required by the Ministry of Community and Social Services.	Human Resources/Health, Safety, and Wellness	December 31, 2020	
AODA, s.14 Integrated Accessibility Standards Regulation, s86.1	Forth Accessibility Report required by the Ministry of Community and Social Services.	Human Resources/Health, Safety, and Wellness	December 31, 2023	

Accessibility Standards for Customer Service

Legislated Requirement (O. Reg 429/07)	Deliverables	Responsibility	Compliance Due Date	Status	Ongoing work
<p>3 (1) Establish policies, practices and procedures governing the provision of its goods or services to persons with disabilities.</p> <p>3 (2) Reasonable efforts shall be made to be consistent with the following principles: (i) provided in a manner that respects the dignity and independence of the individual, (ii) integrated unless an alternate measure is necessary, and (iii) provide an equal opportunity to use and benefit from the goods or services</p> <p>3 (3) Policies address use of assistive devices to benefit from goods/services.</p> <p>3 (4) When communicating, shall do so in a manner that takes into account the person's disability.</p> <p>3 (5) Shall provide documented policies, practices, and procedures, and provide copies on request to any person.</p>	<p>Policy made available on internal and external website: https://oicr.on.ca/accessibility/ Accessible Customer Service Policy developed February 12, 2012.</p> <p>Describes commitment to welcome and support people with disabilities, staff training, and a feedback process.</p>	<p>Human Resources/Health, Safety, and Wellness</p> <p>Communications</p> <p>Local Groups</p>	<p>January 1, 2010</p>	<p>Complete</p>	<p>Review during next policy update to ensure adequately addressed.</p>
<p>4 (1-8) Permit persons with disabilities to be accompanied by support persons or service animals so they can obtain, use, or benefit from the provider's goods/services. If the service animal is excluded by law, other measures shall be made available.</p>	<p>Persons with disabilities will be allowed to bring support persons or service animals to OICR. An alternative arrangement will be made for areas where a service animal is not permitted.</p> <p>This information will be provided upon request.</p>	<p>Human Resources/Health, Safety, and Wellness</p>	<p>January 1, 2010</p>	<p>Complete</p>	<p>Review during next policy update to ensure adequately addressed.</p>
<p>5 (1-4) Notify the public of temporary disruptions, including the reason for the disruption, in facilities/services used in particular by persons with disabilities.</p> <p>Documentation of the steps taken in connection with a temporary disruption and shall provide a copy of the document to any person upon request.</p>	<p>Provide a notice upon request that includes the reason for the disruption. If known, the information will also include disruption duration and alternative facilities or services available will also be provided.</p>	<p>Human Resources/Health, Safety, and Wellness</p> <p>Facilities</p> <p>IT</p> <p>Local Groups</p>	<p>January 1, 2010</p>	<p>Complete</p> <p>Service disruptions communicated to staff via email.</p> <p>Local groups to notify impacted persons with disabilities in a suitable manner.</p>	

Legislated Requirement (O. Reg 429/07)	Deliverables	Responsibility	Compliance Due Date	Status	Ongoing work
<p>6 (1-6) Provide training to individuals that interact with members of the public (or third parties on behalf of the provider), and participate in policy and program development. Provided as soon as practicable and on an ongoing basis in connection with changes, practices, and procedures. Require a document to describe its training policy and include a summary of the contents of the training and details of when it is provided. Training documented.</p>	<p>Training is provided to all employees who interact with the public on behalf of OICR and for employees that participate in developing policies, practices and procedures regarding the provisions of goods and services to persons with disabilities.</p> <p>Training is documented and will reoccur as needed, and information provided regarding changes to policies, practices and procedures.</p>	<p>Human Resources/Health, Safety, and Wellness</p>	<p>January 1, 2010</p>	<p>Complete</p> <p>Online training on Customer Services Standards in place.</p> <p>Training documented.</p> <p>Training requirements included in Accessible Customer Service policy.</p>	<p>Review and monitor for compliance.</p> <p>Require staff review policy when updates occur.</p>
<p>7 (1-4) Establish a process for receiving and responding to feedback regarding the provision of goods and services to persons with disabilities. Feedback may be provided in person, by telephone, in writing or electronically.</p>	<p>Establish a process for receiving and responding to feedback to persons with disabilities. Feedback process available on accessibility website.</p>	<p>Human Resources/Health, Safety, and Wellness</p> <p>Communications</p>	<p>January 1, 2010</p>	<p>Complete</p> <p>An email address (info@oicr.on.ca) and main reception is listed on the website and in the policy to address questions or concerns.</p> <p>Email received by two members of the Communications team.</p>	
<p>8 (1-2) Notify the public that customer service standards documents are available, upon request.</p> <p>9 (1-2) If required to provide a copy of a document, shall provide in a format that takes into account the person's disability.</p>	<p>All customer service standard documents will be posted on accessibility website. https://oicr.on.ca/accessibility/</p>	<p>Human Resources/Health, Safety, and Wellness</p> <p>Communications</p>	<p>January 1, 2010</p>	<p>Complete</p> <p>Notification is provided on the website.</p>	

Integrated Accessibility Standards – General, Part I

Legislated Requirement (O. Reg 429/07, Part I)	Deliverables	Responsibility	Compliance Due Date	Status	Ongoing work
3 (1-3) Establish accessibility policies and procedures outlining how compliance to this Regulation will be met and statement of organizational commitment to meet the needs of persons with disabilities. Documents to be made available upon request in accessible format.	Develop, implement and maintain policies related to how the OICR has and will continue to achieve accessibility. Provide document to public in an accessible format upon request.	Human Resources/Health, Safety, and Wellness	January 1, 2013	Complete	Review during next policy update to ensure adequately addressed.
4 (1-3) Establish, implement, maintain, and document a multi-year accessibility plan to outline strategy to prevent and remove barriers and meet requirements under this Regulation. To post the plan and update at least once every 5 years.	Establish, implement and maintain a multi-year accessibility plan that addresses strategies to remove and/or prevent barriers. Post multi-year plan on website. Review and update plan every five (5) years. Provide document in accessible format upon request.	Human Resources/Health, Safety, and Wellness	Initial Plan: January 1, 2013	Plan was not posted. Review and update of plan in 2019. Complete Plan posted February 2020.	
5 (1-2) Incorporate accessibility design, criteria, and features when procuring or acquiring goods, services or facilities, except where not practicable to do so. An explanation to be provided upon request to do so.	Incorporate accessibility requirements when acquiring or purchasing goods or services, by developing tools (e.g., guidelines and checklists). Include language with respect to accessibility, as required, on RFPs.	Procurement	January 1, 2013	Complete Procurement documentation updated.	
6 (1-5) Incorporate accessibility features when designing, procuring, or acquiring self-service kiosks (interactive electronic terminal intended for public use).	Ensure any self-service kiosks have accessibility features.	Front Reception	January 1, 2013	Complete Electronic sign-in. Reception also staffed during regular business hours.	

Legislated Requirement (O. Reg 429/07, Part I)	Deliverables	Responsibility	Compliance Due Date	Status	Ongoing work
7 (1-5) Provide training on the requirements of the Integrated Accessibility Standard and on the <i>Human Rights Code</i> as it pertains to persons with disabilities.	<p>Develop and provide training to all employees, volunteers, persons who participate in developing policy, persons who provide goods, services or facilities on behalf of OICR.</p> <p>Integrated Accessibility Standards Regulations (IASR) developed and part of new hire session.</p> <p>Training provided as soon as practicable.</p> <p>Communicate when there are policy changes.</p> <p>Records to be maintained on training provided.</p>	Human Resources/Health, Safety, and Wellness	January 1, 2014	Complete	Make IASR training available online.

Integrated Accessibility Standards - Information & Communications, Part II

Legislated Requirement (O. Reg 429/07, Part II)	Deliverables	Responsibility	Compliance Due Date	Status	Ongoing work
11 (1-3) Implement a process for receiving and responding to feedback that is accessible to persons with disabilities. To notify the public about the availability of accessible formats and communication supports regarding the feedback process.	<p>Establish a process for receiving and responding to feedback that is accessible to persons with disabilities.</p> <p>Feedback process to be available on the external website.</p>	<p>Human Resources/Health, Safety, and Wellness</p> <p>Communications</p>	January 1, 2014	<p>Complete</p> <p>An email address (info@oicr.on.ca) and main reception is listed on the website and in the policy to address questions or concerns.</p> <p>Email received by two members of the Communications team.</p>	

Legislated Requirement (O. Reg 429/07, Part II)	Deliverables	Responsibility	Compliance Due Date	Status	Ongoing work
12 (1-5) Provide or arrange for accessible formats and communication supports for persons with disabilities, upon request. To be provided in a timely manner, at no extra cost, in consultation with the person making the request. To notify the public that this is available.	Develop and implement procedures regarding available accessible formats and communication supports.	Human Resources/Health, Safety, and Wellness Communications	January 1, 2015	Complete See above	Review during next policy update to ensure adequately addressed.
13 (1) If emergency procedures, plans or public safety information are available to public, to also be made available in accessible formats or with communication supports, upon request.	Currently not publicly available.	Human Resources/Health, Safety, and Wellness Facilities/Security	January 1, 2012	Currently not applicable.	
14 (1-7) Develop and implement internet websites and web content to conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA.	OICR to ensure websites comply with WCAG 2.0 standard. Website maintenance practices to keep sites AODA compliant. OICR templates to be compliant and barrier free. Develop Accessibility guidelines to assist with making web content accessible.	Communications Local groups	January 1, 2014, new internet websites and web content (WCAG 2.0 Level A) January 1, 2021, all internet websites and web content published after January 2012 (WCAG 2.0 Level AA)	Complete Site monitoring service in place to provide weekly reports, and notifications regarding website accessibility.	Ensure compliance to WCAG 2.0 Level AA by January 1, 2021.

Integrated Accessibility Standards – Employment, Part III

Legislated Requirement (O. Reg 191/11, Part III)	Deliverables	Responsibility	Compliance Due Date	Status	Ongoing work
<p>22 Notify employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process.</p>	<p>Include notification on Careers website.</p> <p>A statement regarding accommodation to be added to all job postings.</p> <p>Hiring managers are aware of the requirements and should notify candidates that OICR provides accommodation.</p>	<p>Human Resources</p> <p>Local managers</p>	<p>January 1, 2014</p>	<p>Complete</p>	
<p>23 (1-2) Notify job applicants individually selected that accommodations are available upon request in relation to the materials or processes to be used.</p> <p>The applicant will be consulted if a request is made to take into account the applicants accessibility needs due to disability.</p>	<p>Hiring managers to notify candidates that accommodations are available upon request in relation to the materials or processes used during recruitment/selection process.</p>	<p>Human Resources</p> <p>Local managers</p>	<p>January 1, 2014</p>	<p>Complete</p>	<p>Monitor for compliance.</p>
<p>24 Notify successful applicants of policies for accommodating employees with disabilities.</p>	<p>Include in offer letter and onboarding process.</p>	<p>Human Resources</p>	<p>January 1, 2014</p>	<p>Complete Related policies in place: - Code of Conduct - Diversity and Harassment - Pregnancy Policy - Return-to-Work (work accommodations) Language on offer letter updated.</p>	<p>Continue to review current practices to ensure adequately covered.</p>

Legislated Requirement (O. Reg 191/11, Part III)	Deliverables	Responsibility	Compliance Due Date	Status	Ongoing work
25 (1-3) Inform employees of policies used to support employees with disabilities as soon as practicable. To provide updated information when changes to policies are made.	Notify all new employees regarding policies of employment equity and accommodation as part of onboarding process.	Human Resources	January 1, 2014	Complete	Review during next policy update to ensure adequately addressed.
26 (1-2) Provide or arrange for accessible formats and communication supports for information needed to perform a job or for information generally available in the workplace, upon request.	Ensure process to provide supports are in place.	Human Resources/Health, Safety, Wellness Communications Local groups	January 1, 2014	Ongoing	Review during next policy update to ensure adequately addressed.
27 (1-4) Provide individualized emergency response information to employees who have a disability, if necessary and as soon as practicable. Provide emergency response information to person designated to provide assistance to employee. To be reviewed when the employee moves to a different location, overall accommodations needs/plans or general emergency response plans are reviewed.	Document with emergency preparedness plans and programs. Request employees to identify any accessibility needs and need for assistance in the case of an emergency. Include one-on-one meeting in such instances.	Human Resources/Health, Safety, Wellness MaRS	January 1, 2012	Complete MaRS form is used and in place.	Review during next policy update to ensure adequately communicated.

Legislated Requirement (O. Reg 191/11, Part III)	Deliverables	Responsibility	Compliance Due Date	Status	Ongoing work
<p>28 (1-3) Have a written process in place for the development of individual accommodations plans.</p> <p>To include: -How the employee can participate -The means by which the employee will be assessed -Employer use of external evaluator/expert -Employee request for participation of a workplace representative -Steps to maintain privacy -Update/review frequency -The means of providing an accessible format of the plan.</p>	<p>(1) Ensure process is integrated into the Return to Work Policy.</p> <p>(2) Ensure process is integrated into related, documented procedures.</p> <p>(3) Accommodation plans are implemented and take the employee's accessibility needs into consideration.</p>	<p>Human Resources/Health, Safety, Wellness</p>	<p>January 1, 2014</p>	<p>(1) Complete (2) Complete (3) Complete</p>	<p>Review during next policy update to ensure adequately addressed.</p> <p>Review need for further documented procedures.</p>
<p>29 Develop and document a return to work process for employees who are absent due to a disability. To outline the steps taken by the employer to facilitate the return to work, using documented, individualized accommodation plans.</p>	<p>Ensure process is integrated into the Return to Work Policy.</p> <p>Ensure process is integrated into related, documented procedures.</p> <p>HR/Health, Safety and Wellness work with Occ. Health Services in facilitating the return to work of employees.</p>	<p>Human Resources/Health, Safety, Wellness</p>	<p>January 1, 2014</p>	<p>Complete</p>	
<p>30 Take into account accessibility needs of employees with disabilities and individual accommodation plans when using performance management process.</p>	<p>To document the process followed demonstrating that accessibility needs are taken into account.</p> <p>To make this information available to employees.</p>	<p>Human Resources</p>	<p>January 1, 2014</p>	<p>Complete</p>	<p>Review during next policy update to ensure adequately addressed.</p>

Legislated Requirement (O. Reg 191/11, Part III)	Deliverables	Responsibility	Compliance Due Date	Status	Ongoing work
31 Take into account accessibility needs and individual accommodation plans when providing career development and advancement.	<p>Take into account employee accessibility needs regarding career development.</p> <p>To document process followed, including how related information is communicated.</p>	<p>Human Resources</p> <p>Local managers</p>	January 1, 2014	Ongoing	Review during next policy update to ensure adequately addressed.
32 If redeployed, take into account accessibility needs of employees with disabilities as well as individual accommodation plans.	<p>Take into account employee accessibility needs when an employee is redeployed.</p> <p>To document process followed, including how related information is communicated.</p> <p>Local managers to consider AODA-related requirements/accommodations when making re-organization/process changes.</p>	<p>Human Resources/Health, Safety, Wellness</p>	January 1, 2014	<p>Complete</p> <p>Return-to-work (work accommodations) policy in place.</p>	Review during next policy update (promotions, transfers) to ensure adequately addressed.

References:

O. Reg 191/11, [Integrated Accessibility Standards](#)
O. Reg 429/07, [Accessibility Standards for Customer Service](#)
[Accessibility for Ontarians with Disabilities Act](#), S.O.2005, c. 11