

## Accessibility Policies

- Developed internal and external policies to ensure the removal of barriers to accessibility
- Established Accessibility Committee

## Accessibility Plans

- Developed a Multi-Year Accessibility Plan that asserts the OIPRD's commitment to an inclusive and accessible environment in which all members of the public have equal access to its services and are treated with dignity and respect
- The Multi-Year Accessibility Plan is posted on the OIPRD website and outlines the Statement of Commitment, Objectives, Strategic Approach, and expected Outcomes
- The Multi-Year Accessibility Plan was developed in consultation with persons with disabilities
- The Multi-Year Accessibility Plan will be reviewed and updated at least once every five years

## Procurement

- The OIPRD is committed to incorporating accessibility criteria and features when procuring or acquiring goods, services, or facilities except where it is not practicable to do so
- The OIPRD follows the Ontario Public Service's - Guidelines: Meeting Accessibility Obligations in Procurement

## Report on Compliance

- The OIPRD has submitted its Accessibility Compliance Report to the Accessibility Directorate of Ontario

## Training

- All staff have completed the relevant, mandatory training including:
  - May I Help You "Welcoming Customers with Disabilities" (Module 1)

- May I Help You? “Supplementary: Ten Things You Need to Know about Accessible Customer Service” (Module 2)
- Integrated Accessibility Standards Regulation (IASR) in the OPS
- Working Together – The OHRC and the AODA
- Additional training that has been completed or will be completed includes:
  - Creating and maintaining accessible documents
  - Mental Health training
  - Accommodating persons with disabilities including the hearing impaired and visually impaired

## **Information and Communication**

- Created accessible feedback forms relating to the complaints process
- Developing new website to be launched in 2014 that will meet WCAG 2.0 Level AA standards of accessibility
- Accessible formats of documents are available upon request

## **Employment**

- The OIPRD is committed to an accessible recruitment process and follows the policies and guidelines that align with: A Managers’ Guide to Removing Barriers from the Recruitment Selection Process in the OPS
- Individual accommodation plans have been developed and employees returning to work after disability-related absences are accommodated in accordance with the Employment Accommodation and Return to Work Operating Policy
- Employees’ accessibility needs are considered for all employment opportunities

## **Built Environment**

- The OIPRD brought in consultants to assess the office’s built environment
- Necessary changes were made as a result of the built environment consultation including:
  - The installation of more automated accessible doorways
  - The removal of barriers in pathways including cabinets and other office furniture
  - Switching the direction doors open and close to provide more space for wheelchair access