



OFFICE OF THE INDEPENDENT
POLICE REVIEW DIRECTOR

talk to us.



2013/14 – 2016/17

Multi-Year Accessibility Strategy Plan (P)

VC102213

Table of Contents

Statement of Commitment	3
Objectives	3
Context	3
Strategic Approach	4
Outcomes	5

OIPRD ACCESSIBILITY STRATEGY PLAN

STATEMENT OF COMMITMENT

The OIPRD is committed to providing 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 OIPRD aims to provide its services in accordance with the Ontario *Human Rights Code* (the *Code*) and the Accessibility Standards for Customer Service made under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*.

The OIPRD is committed to providing accommodation for all persons with identified disabilities under the *AODA* in relation to services and materials provided by the OIPRD. Disability includes physical disabilities, sensory disabilities, mental health disabilities, and “invisible” disabilities such as learning disabilities or environmental sensitivities.

The OIPRD is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the *AODA*.

We are committed to including people with disabilities in the development of our accessibility plan and will make a status report publicly available each year to highlight our accessibility achievements.

OBJECTIVES

- To develop a strategic roadmap to guide the OIPRD to achieve comprehensive accessibility compliance by 2025.
- Outline key focus areas and deliverables to achieve results in the next five years.
- This strategic plan addresses all stakeholders in Ontario.
- Key areas include: customer service, information and communication, employment, procurement, and the built environment.

CONTEXT

The following principles will guide the OIPRD in making its processes accessible:

- Services should be provided in a manner that respects the dignity and independence of members of the public.
- Services should be provided in a manner that fosters physical and functional access to the OIPRD’s processes and promotes the inclusion and full participation of members of the public.

- All persons should be given equal opportunity to obtain, use and benefit from the OIPRD's services. Where required, individualized accommodation will be provided, short of undue hardship.
- The OIPRD will be sensitive to the privacy concerns of those who seek accommodation.

STRATEGIC APPROACH

- The OIPRD has achieved compliance with customer service requirements within the AODA through the required training modules as well as continued education through seminars, workshops, and additional courses.
- The OIPRD has revised and is revising policies and/or developing new ones to comply with the Integrated Accessibility Standards Regulation (IASR). Policies and guiding principles not only help staff embed accessibility into everyday activities, but also help ensure that compliance activities are communicated and delivered in a consistent way across the agency.
- The OIPRD has developed an operational plan to ensure the agency is on track with accessibility goals coinciding with OPS timelines.

The OIPRD is responsive to and inclusive of the diversity of Ontario through their *people, processes and services* with measurable *results*. The OIPRD has developed tactics in key areas of accessibility compliance including:

Customer Service: The OIPRD is committed to ensuring that all staff and customers - whatever their ability - work in an accommodating environment and receive accessible goods and services.

- Reviewing and updating policies and standards regularly to ensure high quality, accessible customer service
- Consulting with key stakeholders and advisory groups on emerging or changing requirements
- Embedding accessibility requirements into staff training and orientation materials
- Using internal expertise to conduct reviews to ensure compliance and improve services
- Reviewing customer feedback and taking appropriate action
- Providing training for staff who serve the public or make policies that shape how services are delivered.

Information and Communication: The OIPRD will follow universal design principles and best practices when developing, implementing and maintaining information and communications strategies and products. This includes websites, intranet sites, communications materials, telephone communications and face-to-face interactions. The goal is to achieve the most effective and efficient access to information for all users.

- Achieving compliance with the Web Content Accessibility Guidelines-based (WCAG) commitments in the Information and Communication section of the IASR (Integrated Accessibility Standards Regulation) to ensure websites are accessible for all

- Developing guidelines, templates and best practices for creating accessible documents for common desktop applications such as MS Word, Excel and PowerPoint
- Ensuring that information, including emergency procedures, plans, and public safety, is readily available in a variety of alternate formats such as large print, HTML and tagged PDFs
- Developing a training strategy to ensure that staff, partners and stakeholders have the knowledge, tools and technical advice to create accessible materials
- Continuing to expand knowledge and use of accessible devices such as audio amplifiers, text-to-audio and video relay in American Sign Language and langues des signes québécoise.

Employment: The OIPRD will be an employer of choice that enables and encourages persons with disabilities to participate fully in all aspects of the organization.

- How to identify and remove barriers in the workplace for staff and customers
- Understanding and accommodating various types of disabilities and their impact on work performance
- Understanding employer obligations to provide employment accommodation
- Understanding OIPRD obligations and leadership under AODA regulations
- Enhancing workplace emergency responses through individualized emergency response information and assistance as required
- Revising individual work plans and developing a manager's guide, tools and templates to remove barriers from screening practices.

Procurement: Availability of accessibility options is a high priority in the procurement process. The vendor community is aware of and understands the need to demonstrate leadership in removing barriers for persons with disabilities.

- The OIPRD is committed to integrating accessibility into procurement policies, procedures and practices by:
 - Conducting regular reviews and updates of procurement-related directives, policies, procedures and standards
 - Embedding accessibility requirements into the procurement process
 - Conducting reviews to ensure compliance and continuous improvement in procurement practices
 - Reviewing feedback on the procurement process and taking appropriate action as needed.
- **Built Environment:** Customers, staff and visitors will be able to move freely - unrestricted by barriers - in all authorized OIPRD spaces.

OUTCOMES

Customer Service: All stakeholders receive an equitable and effective customer experience that accommodates their needs.

Information and Communication: OIPRD employees and customers receive equal and timely access to the information and communications products they need.

Employment:

- As required, individual workplace emergency response plans have been developed for employees with disabilities
- Reference materials on disability-related absence management are available
- Employment-related policies and procedures are reviewed to ensure they meet legislated requirements
- Recruitment, retention and career development programs and processes are barrier-free
- Accommodation for disabilities is offered and provided as required.

Procurement: The OPS market influence has generated a heightened level of awareness and responsiveness in adopting accessibility measures in the vendor community. As an agency within the OPS, the OIPRD benefits from those accessibility measures.

Built Environment: Through consultation the OIPRD has identified barriers in the built environment and removed those barriers, including the removal of physical barriers in hallways, and the installation of accessible doorways.