

## Accommodation Policies

- The accommodation policy and anti-ableism statement of commitment are posted and available on the website

## Accessibility Plans

- The Multi-Year Accessibility Plan covering the period of 2018-2022 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 was reviewed, and remains posted to the website

## 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

## 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
  - IASR Information and Communication Standards
  - IASR Employment Standards
  - Access Forward Customer Service Standard
- Additional training that has been completed includes:
  - Mental Health training
  - Accommodating persons with disabilities including the hearing impaired and visually impaired

- Ontario Human Rights Commission: Human Rights Essentials Workshop
- Canadian Hearing Society, Gary Malkowski: Accommodating the Deaf, deaf, deafened, and hearing impaired community; Anti-Ableism and Anti-Audism training
- Mission Possible #1: A Word About WORD©- Making Microsoft 2003 WORD© documents accessible
- Post-Traumatic Stress Disorder training with Vince Savoia
- Hamilton Police Service and St. Joseph's Hospital Mental Health Worker program - information session

## **Information and Communication**

- Accessible feedback relating to accommodation available
- Website meets 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 office's built environment meets accessibility standards