

# OIPRD 2023-2027 Multi-Year Accessibility Plan

## Introduction

Under the Accessibility for Ontarians with Disabilities Act (AODA), Ontario organizations, including the Office of the Independent Police Review Director (OIPRD), are required to develop multi-year accessibility plans to help make Ontario accessible by 2025.

The OIPRD's first two Multi-Year Accessibility Plans (MYAP) covered the periods of 2013 – 2017 and 2017-2022 respectively. This new MYAP builds on that work and reaffirms the OIPRD's commitment to accessibility across the organization.

## An accessible OIPRD means...

- Persons with disabilities receive quality services in a timely manner.
- Information and communications are available in accessible formats to all OIPRD employees and members of the public.
- Persons with disabilities are able to participate fully and meaningfully as OIPRD employees.
- There is greater accessibility in OIPRD facilities.
- OIPRD employees are able to continually identify barriers to accessibility and actively seek solutions to prevent or remove them.

The 2023–2027 OIPRD MYAP is organized around the following standards and general requirements of the AODA.

The four standards are:

- Customer Service
- Information and Communications
- Employment
- Design of Physical Spaces

The general requirements are:

- Procurement
- Training

## Our 2023–2027 priorities and commitments

The new five-year accessibility plan includes both new and continuing priorities and commitments that will help the OIPRD's goal towards identifying, removing and preventing barriers to accessibility.

### **Customer service at the forefront**

The Accessible Customer Service Standard under the Integrated Accessibility Standard Regulation requires the OIPRD to provide accessible public services for people with disabilities and to ensure that policies and procedures are in place to support this requirement.

Outcome:

- An accessible OIPRD that includes ensuring people with disabilities receive quality services in a timely manner, supported by effective policies, procedures, tools and resources that promote accessibility in customer service

### **2023–2027 Commitments:**

#### **Policies and Practices**

- Review the OIPRD Accommodation Policy and identify opportunities to reinforce and promote requirements that enhance accessible customer service.
- Examine and address potential physical barriers at the OIPRD.
- Ensure that in the case of planned or unplanned service disruptions, notice is provided explaining the reason for the disruption, estimated duration, and any alternative services available.
- The OIPRD's work will align with the OPS digital government mandate, which will move more services online. Digital services will be accessible and result in an improved customer experience.

#### **Training**

- Ensure that all employees continue to complete mandatory training, such as the "May I Help You" and "IASR Modules 1 & 2" courses, and other foundational training in a variety of formats, including in-class, events, and e-learning, on Integrated Accessibility Standard Regulation requirements and disability-related obligations under the Ontario Human Rights Code.
- Continue to promote training to support OIPRD excellence in accessible customer service.

### **Clear and accessible communications**

The Information and Communications Standard under the Integrated Accessibility Standard Regulation requires the OIPRD to communicate and provide information in ways that are accessible to people with disabilities.

Outcomes:

- Enhanced accessibility as it relates to communication supports, formats, and websites and web content
- OIPRD staff have the tools and resources to effectively develop information and communications in accessible formats

## **2023–2027 Commitments:**

### **Website**

- The OIPRD’s website meets WCAG 2.0 AA standards.

### **Digital Services**

- Ensure that digital services are designed with accessibility at its core, striving for all users to have equal access to information and functionality.

### **Forms**

- Ensure all forms are available in accessible formats.

### **Accessible Employment**

The Employment Standard under the Integrated Accessibility Standard Regulation sets out accessibility requirements that the OIPRD must follow to support the recruitment and accommodation of employees. This includes preparing individualized emergency response information for persons with disabilities and making employment practices and workplaces more accessible for new and existing employees with disabilities.

Outcomes:

- Efforts will align with the province’s employment strategy for people with disabilities as the government works to ensure that more people with disabilities are employed, engaged and advancing in the OPS at large and the OIPRD specifically
- Accommodation practices will be reviewed to ensure people with disabilities are able to participate fully and meaningfully as OIPRD employees

## **2023–2027 Commitments:**

### **Policies**

- Continue to regularly review our human resources policies to prevent or remove systemic employment barriers, ensure they are compliant with legislation and reflect best practices.

### **Learning and Development**

- Employees will have access to training that helps them understand how hidden biases impact workplace interactions and how to prevent biases from negatively impacting others, including people with disabilities.
- Promote principles and practices of respectful workplaces through training and resources that help:
  - Improve managers' ability to intervene in workplace conflict, including potential harassment and discrimination
  - Promote employee responsibilities for contributing to respect in the workplace
  - Support employees to address low intensity rude or disrespectful behaviours that erode productivity, engagement, teamwork, diversity and service

### **Enhancing Accessibility of our Physical Spaces**

The OIPRD complies with the Ontario Building Code's requirements for accessibility in the built environment.

Outcome:

- Greater accessibility into, out of and around OIPRD facilities and public spaces. This includes incorporating accessibility retrofits where possible during renovations

### **2023–2027 Commitments:**

#### **Standards**

- When constructing or renovating OIPRD facilities, all features, such as elevators, doors, washrooms, parking, and furnishings, will be fully accessible.

#### **Infrastructure Planning and Projects**

- Ensure that accessibility is addressed in the negotiation of new OIPRD leases and lease renewals.

#### **Procedure for preventative and emergency maintenance of accessible elements**

- Annual inspections are conducted to ensure accessible elements are functional.
- Inspections and repairs in response to reports of malfunctioning accessible elements.

#### **Procedure for temporary disruption of accessible elements**

- The OIPRD will provide notification of temporary disruptions to accessible elements in public spaces. Public notification may include signage, notification on the OIPRD's website or social media platforms, as determined by the OIPRD based on the nature or extent of the disruption.

#### **Demonstrating Accessible Procurement**

Under the Integrated Accessibility Standard Regulation, the OIPRD is required to incorporate accessibility design, criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so.

Outcomes:

- A procurement program for the OIPRD that considers the needs of people with disabilities at all stages of the procurement process to help ensure that services are accessible

## **2023–2027 Commitments:**

### **Training**

- Training will be provided by the OPS through a variety of training methods for new and existing employees, as appropriate to their job duties, to educate them on a common understanding of obligations under the AODA.
- Continue to ensure that accessibility criteria are incorporated in procurement processes and platforms. Training and additional resources, such as templates, sample accessibility language and guidelines provided by the OPS, will also be available to help OIPRD staff understand accessibility requirements and how to embed accessibility at all stages of procurement.

### **Conclusion**

As the OIPRD continues to prevent, identify and remove accessibility barriers, it is important for the agency to monitor and report on the progress and results in meeting commitments in the five-year accessibility plan.

OIPRD Annual Status Reports will be released annually and shared with the public and OIPRD employees. Annual status reports from 2012 onwards can be found on [oiprd.on.ca](http://oiprd.on.ca).

The OIPRD compliance reports will also be submitted to the Accessibility Directorate of Ontario.

### **Contact Us**

For general inquiries or to request an alternate format of this plan, please contact us: [oiprd@ontario.ca](mailto:oiprd@ontario.ca)