

# AODA annual status update

2018



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## Vision and commitment

We are committed to meeting the requirements outlined in the *Accessibility for Ontarians with Disabilities Act* (AODA), and:

- treating all people in a way that allows them to maintain their dignity and independence
- supporting integration and equal opportunity
- meeting accessibility needs in a timely manner by identifying, preventing and removing barriers to accessibility and meeting accessibility requirements under the AODA and the Integrated Accessibility Standard Regulation (IASR)
- will work to promote a culture of respect and acceptance for accessibility in Ontario

The AODA and IASR were created to develop, implement, and enforce accessibility standards to achieve accessibility for Ontarians with disabilities in the areas of:

- information and communication
- employment
- design of public spaces
- customer service
- transportation

We are committed to customer service excellence. Our programs and services are delivered in ways that reflect our values:

- be compassionate
- always be helpful
- do our work with integrity
- earn people's trust

# Integrated Accessibility Standards Regulation

Based on the standards in the IASR, we have completed the following actions:

## Part 1 – general

### Actions taken:

- our Accessibility Office has been put in place to build a stronger governance framework to make sure we are fulfilling our responsibilities to the AODA and IASR
- updated our [Accessibility Policy \(PDF\)](#)
- updated our [WSIB's Multi-Year Plan \(PDF\)](#)
- created an internal Accessibility Advisory Committee to provide input on our accessible services
- implemented an AODA assessment that must be completed before the start of a new procurement or project to help identify accessibility requirements and ensure they are included in project plans

## Part 2 – information and communication standard

### Accessible formats and communication supports

#### Actions taken:

- Created and piloted a training program to launch in 2019 that shows employees how to make accessible documents
- developing an enhanced process for clients to provide feedback on our accessible services
- WSIB branded document templates have been created to support accessibility

### Emergency procedures, plans or public safety information

#### Actions taken:

- reviewed emergency procedures at all of our offices and confirmed our third party facilities managers are able to provide building related emergency and public safety in an accessible format or with appropriate communication supports as soon as practical

## Part 3 – employment standard

The new Accessibility Office team has visited all district and area offices to meet with employees to raise awareness about the importance of accessibility

## **Recruitment**

### **Actions taken:**

- revised the recruitment process to make it easier for candidates to request accommodation

## **Documented Individual Accommodation Plans**

### **Actions taken:**

- conducted a review of the documented accommodation plan process and will revise the process to ensure we are meeting our responsibilities to the legislation

## **Part 4.2 – customer service standard**

### **Accessible Customer Service**

#### **Actions taken:**

- continue to train new employees on how to interact with people who have disabilities
- continue to improve our services to make it easier and efficient to work with us, for example, we developed an online service to upload information related to claims to the WSIB
- including accessibility in the development of new forms

## **Accessibility feedback**

We know that your feedback is important to help us identify barriers that limit or prevent you from interacting with us or receiving our services in an accessible manner. We are committed to improving our services to people with disabilities.

You can provide your feedback by emailing us at [accessibility@wsib.on.ca](mailto:accessibility@wsib.on.ca), by telephone at (416) 344-4350, TTY: 1-800-387-0750. You may also send your feedback by mail to:

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