

# Multi-Year Accessibility Plan

2017-2021

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# WSIB Multi-Year Accessibility Plan 2017 to 2021

## Introduction

Our mandate as an independent trust agency is to promote workplace health and safety, to facilitate return to work, recovery and re-entry into the labour market for people who have a workplace injury or illness, or their spouses, and to provide compensation and other benefits in a financially responsible and accountable way. We are committed to delivering what matters to the people of Ontario: fast, accessible services and fair benefits at a fair price. Whether you're a person who experienced a workplace injury or illness, a large or small businesses owner, the WSIB is here to help.

Our vision is to make Ontario the safest and healthiest place to work and set the standard for outcomes in recovery, return to work, occupational health care and claims decision making. We are committed to customer service excellence. Our programs and services are delivered in a way that reflects our values of:

- Be **compassionate**
- Always be **helpful**
- Do our work with **integrity**
- Earn people's **trust**

The *Accessibility for Ontarians with Disabilities Act (AODA)* and the *Integrated Accessibility Standard Regulation (IASR)* was enacted to develop, implement, and enforce Accessibility Standards in order to achieve accessibility for Ontarians with disabilities with respect to:

- Information and Communication
- Employment
- Design of Public Spaces
- Customer Service
- Transportation

The requirements of AODA and the IASR are not a replacement or a substitution for the requirements established under the Ontario Human Rights Code or the Workplace Safety and Insurance Act. Under AODA the IASR, we are required to establish, implement, maintain and document a multi-year accessibility plan. This plan outlines our strategy to identify, prevent and remove accessibility barriers and meet our requirements under the IASR.

In accordance with the requirements set out in the IASR, we will:

- Post the multi-year accessibility plan on [our website](http://www.wsib.on.ca) (www.wsib.on.ca)
- Provide the plan in an accessible format upon request
- Review and update the accessibility plan at least once every five years
- Review and update the accessibility plan in consultation with persons with disabilities
- Prepare an annual status report and post it on its website

## Statement of commitment

We are committed and fully support the AODA. We will treat 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 accessibility needs of people with disabilities in a timely manner, and will do so by identifying, preventing and removing barriers to accessibility and meeting accessibility requirements under AODA and the IASR. We will work to promote a culture of respect and acceptance for accessibility within Ontario.

## Accessibility Plan 2017 – 2021

### Integrated Accessibility Standard Regulation

#### Part 1 General

#### Requirement: Accessibility policy

We are committed to maintaining an AODA policy. The policy includes an organizational statement of commitment and requirements for employees at all levels of the organization to meet the accessibility requirements for persons with disabilities in a timely manner.

#### Actions taken:

- The AODA policy (60.01.09) was developed and approved
- The AODA policy was reviewed and updated in accordance with internal review processes
- The AODA policy will be made available in an accessible format to customers requesting a copy of the policy

#### Actions planned:

- Continue to review the AODA policy at least every three years or whenever the WSIB practices and/or procedures change to ensure it is up to date and all AODA requirements are integrated
- Continue making the AODA policy available in an accessible format to customers requesting a copy of the policy

#### Requirement: Multi-year accessibility plan

WSIB is committed to developing and implementing a multi-year accessibility plan to meet the requirements of the AODA and the needs of WSIB stakeholders with disabilities.

#### Actions taken:

- A multi-year accessibility plan was developed in 2013 and updated in 2017

#### Actions planned:

- Post updated multi-year accessibility plan to the WSIB website
- Provide the plan in an accessible format on request

- Prepare annual status updates on what has been done to achieve accessibility plan, post the update to the website and make the update available to the public in an accessible format if requested
- Review and update the multi-year accessibility plan at least every five years based on changing accessibility requirements and feedback from internal and external stakeholders
- Establish an Accessibility Advisory Committee to provide direction into the multi-year plan

## **Requirement: Procurement of goods, services or facilities**

When procuring or acquiring goods or services or facilities, we will incorporate accessibility criteria and features. Where applicable, procurement documents will specify the desired accessibility criteria to be met and provide guidelines for the evaluation of proposals in respect of those criteria.

Where we determine that it is not possible to incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, we will provide a written explanation upon request.

### **Actions taken:**

When tendering for goods, services and facilities accessibility criteria are included in the request for proposal. RFP templates include the following to address AODA procurement requirements:

- Through our obligations under the Ontarians with Disabilities Act, 2001 and the AODA, 2005, we strive to meet the highest level of universal accessibility. All products and components proposed in response to our procurement practices are to meet or exceed the minimum standards for accessibility. Suppliers are solely responsible for familiarizing themselves with this legislation to ensure their proposed products and components meet or exceed the minimum standards for accessibility
- Learning and performance has built-in additional accessibility criteria for the procurement of learning services and eLearning products
- Accessibility design, criteria and features are incorporated into the procurement or redesign of any space owned or leased by the organization
- An internal project screening tool has been developed that help identify AODA requirements when new projects are initiated

### **Actions planned:**

- Use the project screening tool and information that is posted on the Ontario Government – Accessibility Rules for Procurement – How to buy or acquire goods, services or facilities that are accessible to people with disabilities site [Ontario Government Accessibility Rules for Procurement](#) to better incorporate accessibility considerations and requirements into the procurement cycle
- Educate employees to consider, and where required, incorporate accessibility criteria when procuring goods, services or facilities

## Requirement: Self-service kiosks and computer stations

WSIB will incorporate accessibility features when designing, procuring, acquiring or designing self-service kiosks or computer stations.

### Actions taken:

- Self-service computer stations in reception areas incorporate a large print keyboard, screen magnification software (i.e. Zoom text) and screen reading software (i.e. Kurzweil software)

### Actions planned:

- We will continue to incorporate accessibility features into self-service kiosks/computer stations as they are implemented
- We will ensure accessibility features are functional

## Requirement: Training

- We are committed to providing appropriate AODA training to all employees including WSIB management, and all people participating in the development and approval of the WSIB's policies
- We will also ensure all people who provide goods, services and facilities on the WSIB's behalf are appropriately trained
- Training content includes the requirements of AODA, the IASR and the Ontario Human Rights Code as it pertains to persons with disabilities
- We will use multiple channels to promote awareness and encourage learning about accessibility

### Actions taken:

- All employees have taken the required AODA training
- AODA training has been added to the On-Boarding/Orientation process
- Mandatory training continues to be provided to all new employees
- All employees, managers and senior managers understand how to interact with customers of varying abilities
- A New Hire Curriculum was added to the learning management system (LMS) home page to push all mandatory courses, including AODA training, to staff
- A LMS Manager-Serve report allows managers to check their direct report's training compliance on demand
- Organization-wide training compliance check reports are run as needed

### Actions planned:

- Learning and Performance will continue to use the accessible eLearning template for AODA online learning modules
- We will Institute a refresher training cycle at least every three years or as changes occur to ensure knowledge remains current

# Integrated Accessibility Standard Regulation

## Part II – Information & Communication Standard

### Requirement: Accessible formats and communication supports

We are committed to making information and communication accessible to people with disabilities. The information we provide and the ways we communicate are key to delivering our programs and services to the public.

We will incorporate accessibility requirements under the IASR information and communication standard to ensure that its information and communications systems and platforms are accessible and they meet the needs of persons with disabilities.

The WSIB will, upon request, consult with the person requesting the information and provide or arrange for the provision of accessible formats and/or communication supports in a timely manner and at a cost that is no more than the regular cost charged to other persons.

There are situations where accessible formats and communication supports may not be provided. These situations include when:

- it is not technically possible to convert a document to an accessible format. In this case, we will explain why and provide a short summary
- the information comes from another organization
- we do not control the information
- the information is found on products or product labels

If we determine that information or communications are unconvertible, we will provide the person requesting the information or communication with:

- an explanation as to why the information or communications are unconvertible
- a summary of the unconvertible information or communications

#### **Actions taken:**

- Implemented our accessible customer service feedback process. Feedback can be provided in multiple formats including phone, email and TTY

#### **Actions planned:**

- Develop processes to ensure information can be made accessible to people with disabilities upon request
- Develop guidelines and best practices for creating accessible documents
- Work with employees that create documents that are accessible
- Develop best practices to make email communication more accessible
- Continually improve accessibility of our information and communications by reviewing feedback received and conducting accessibility audits to identify accessibility barriers and striving for barrier removal

- Continue to use the accessible feedback and request mechanism as a means for enabling people with disabilities to request accessible formats or communication supports



## **Requirement: Accessible websites and web content**

External-facing websites and web content controlled directly by the WSIB will conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level A and AA in accordance with the schedule set out in the IASR.

We will also consider conforming to WCAG 2.0 Level A and Level AA standards for our intranet site. This will improve inclusion and provide employees using adaptive technologies better access to information.

### **Actions taken:**

- New public websites, significantly refreshed websites and any web content posted after January 1, 2012 meets WCAG 2.0 Level A other than criteria 1.2.4 (live captions) and 1.2.5 (pre-recorded audio descriptions)
- The AODA Project Screening tool addresses information posted to the WSIB internet and intranet site

### **Actions planned:**

- Beginning January 1, 2021: all public websites and web content posted after January 1, 2012 will also meet WCAG 2.0 Level AA other than criteria 1.2.4 (live captions) and 1.2.5 (pre-recorded audio descriptions)
- Establish a governance procedure to ensure web sites and web content conform to the appropriate standards
- Create processes and guidance documents to ensure information posted on our intranet sites are accessible
- Conduct web accessibility audits on all existing websites and web content in order to determine if AODA requirements are met and develop remediation plan if content does not conform to the requirements
- Ensure any future digital services or computer programs are designed for accessibility striving for all users to have equal access to information and functionality
- Ensure forms are designed and conform with accessibility criteria

## **Requirement: emergency procedures, plans or public safety information**

Safety is a priority for us and we strive to ensure that our facilities are safe for clients, visitors and employees. The Property Management companies at WSIB leased facilities have accountability to prepare building related emergency procedures, plans or public safety information and the provision of this information in an accessible format or with appropriate communication supports, as soon as possible, upon request.

### **Action taken:**

- We undertook a review of emergency procedures at each of its facilities and ensured that third party facilities managers are able to provide building related emergency and public safety information in an accessible format or with appropriate communication supports, as soon as practical, upon request

**Actions planned:**

- Where WSIB office third party facility managers are unable to provide building emergency and public safety information on request the WSIB will provide this information in an accessible format or with appropriate communication supports, as soon as possible, on behalf of the third party facilities manager

## Integrated Accessibility Standard Regulation

### Part III- Employment standard

As a leader in workplace safety and return to work, we have a strong organizational history of accommodating its employees with disabilities and creating an inclusive work environment.

We are an equal opportunity employer and are committed to inclusive and accessible employment practices that attract and retain talented employees with disabilities.

We recognize that by removing barriers across the employment life cycle will create a workplace that is diverse, accessible and enables employees to reach their full potential.

### Requirement : Recruitment

**Actions taken:**

- Our careers website includes a “Celebrating Diversity” page that encourages people with disabilities to apply for employment and states that accommodations are available upon request
- All postings to the public-facing careers website include notice about the availability of accommodations for disabilities, where needed, to support their participation in recruitment processes. All postings include the statement:  
*The WSIB is an equal opportunity employer. Accommodation is available under the Human Rights Code.*
- Job applicants who are selected for an interview and/or testing will be notified that accommodations are available, upon request. Processes have been established to consult with any applicant who requests an accommodation in a manner that takes into account the applicant’s unique abilities
- When offers of employment are made, we notify the successful applicants of the policy for accommodating employees with disabilities.

**Actions planned:**

- Continue addressing barriers to recruitment
- Continue to accommodate employees
- Ensure the online recruitment portal will meet WCAG 2.0 Level AA standards by January 1, 2021

## **Requirement : Accessible formats and communication supports for employees**

### **Actions taken:**

- Assistive technology in use includes Dragon Naturally Speaking, JAWS, ZoomText, various keyboards, specialty mice, and ergonomically designed workstations and components
- Office design standards have considered accessibility and automatic door openers have been installed where required by persons with mobility impairments
- Our Learning and performance branch has developed an accessible eLearning template and accessibility best practices guide to ensure that all employee eLearning courses are accessible and meet WCAG 2.0 Level AA standards. The template was tested by CNIB to ensure accessibility by employees with visual impairments Employees with disabilities also participated in accessibility and usability testing of eLearning products
- All videos used in learning and performance courses are closed captioned

### **Actions planned:**

- Continue to ensure all learning products and systems are WCAG Level A and AA compliant
- Continue to provide assistive devices as required
- Provide training to employees on how to create accessible documents

## **Requirement : Documented individual accommodation plans**

### **Actions taken:**

- We have a workplace accommodation policy and a work safe program that includes documented processes and information on accommodating employees with varying abilities

### **Actions planned:**

- Continue to review documented processes and procedures and look for ways to enhance the accommodation program

## **Requirement: Workplace emergency response information**

Where we are aware that an employee has a disability and that there is a need for accommodation, individualized workplace emergency response information will be provided to the employee as soon as possible if such information is necessary given the nature of the employee's disability.

**Actions taken:**

- Our Emergency Specific Protocols include Person's Requiring Assistance and AODA requirements
- An employee-wide communication was deployed to identify employees with disabilities requiring workplace emergency response assistance and an intranetsite was developed to enable employees to self-identify themselves as Person's requiring Assistance
- Individualized workplace emergency plans have been prepared for employees who have disclosed a disability and who require accommodation
- A process for communicating individual emergency response plans to floor fire wardens has been implemented by the Healthy Workplace Centre, maintaining the privacy of any medical information that may be disclosed during the accommodation process
- The Emergency Specific Protocols eLearning course was made accessible

**Actions planned:**

- Review and revise individualized workplace emergency plans on an ongoing and regular basis
- Canvas employees every two years to identify new employees requiring workplace emergency response assistance and ensure information contained on the intranet site for existing employees is current

## **Integrated Accessibility Standard Regulation**

### **Part IV.1- Design of Public Spaces Standard**

#### **Requirement: Accessible public spaces**

We will incorporate accessibility design, criteria and features when procuring or redesigning any space owned or leased by the organization.

When the WSIB constructs or redevelops public spaces such as, service counters and waiting areas we will do so in keeping with the requirements set out in the *Integrated Accessibility Standards - The Design of Public Spaces Standards* and Ontario's Building Code.

**Actions taken:**

- Real Estate and Facilities Management adhere to the requirements in the Ontario Building Code, the Integrated Accessibility Standards Regulation, the Guide to the Integrated Accessibility Standards Regulation and any other Ontario government requirement governing accessibility.

**Actions planned:**

- Continuously improve physical accessibility in WSIB offices

# Integrated Accessibility Standard Regulation

## Part IV.2- Customer Service Standard

### Requirement: Accessible customer service

Customer service is at the foundation of everything we do in providing workplace safety and insurance programs and services to people and businesses across Ontario.

We strive for service excellence in all of our interactions with our customers. From the very first moment of contact with our employees, clients should feel that we are listening and responding to your needs.

We will meet the requirements of AODA and the IASR. The organization proactively identifies barriers to accessibility and determines appropriate ways to accommodate customer needs in order to provide customer service that is accessible to people with varying abilities.

#### Actions taken:

- A Customer Experience Office has been developed to look for opportunities to improve our services and processes in an effort to make it faster, easier and more efficient to do business with the WSIB. These enhancements will improve our accessible services
- All employees, managers and senior managers have been trained on interacting with customers of all abilities and we maintain records of the training that is provided
- Assistive devices and service animals are permitted on all WSIB premises locations in areas where customers have access
- Support persons that accompany a person with a disability are welcome in areas where the public or third parties are permitted and or served
- Customers are informed when accessible services are temporarily unavailable
- An AODA Project Screening tool has been developed that helps identify AODA requirements when new projects are initiated
- Emergency procedures have been developed to ensure customers with varying abilities are assisted in building emergencies

#### Actions planned:

- Continue to train new employees on accessible customer service
- Continue enabling customers to use assistive devices and welcoming the assistance of service animals and support persons
- Continue to communicate when accessible services are temporarily unavailable using methodologies appropriate for the circumstances
- We will use our internally developed AODA Project Screening Tool to help identify AODA requirements when new projects are initiated
- Continue reviewing emergency procedures to ensure customers with varying abilities are assisted in building emergencies
- Develop digital services with accessibility at its core, striving for all users to have equal access to information and functionality

- Work to ensure all online forms are accessible
- Develop tip sheets for employees on interacting with person of varying abilities
- Develop meeting/public information protocols to ensure the needs of persons with disabilities are met

### **Requirement: Feedback**

Feedback on how services were delivered to people with disabilities will be invited, forwarded to the appropriate personnel, responded to, documented and tracked. Feedback will be collected by phone, TTY, by email via the WSIB website and in person at any of our service locations. Feedback will be accepted in accessible formats and with other communication supports as required. Feedback will be considered to improve services and when reviewing the multi-year plan.

#### **Actions taken:**

- Implemented an accessible customer service feedback process. Feedback can be provided in multiple formats including phone, email and TTY

#### **Actions planned:**

- Continue to use the accessible feedback mechanisms as a means for improving services to persons with different abilities
- Create an Internal Advisory Committee to provide feedback
- Ensure any internal feedback mechanisms for employees are accessible

## Measuring results

### Accessibility status reports

We will prepare annual accessibility status reports. The report will include how we have met our goals, commitments and the legislative requirements for that period, as laid out in this plan. The report will be available on our website, and will be provided in alternate formats upon request.

### Reviewing feedback

We will monitor and evaluate any feedback the organization has received throughout the year related to accessibility. This information will be used to continuously improve our processes and may be integrated into our accessibility reports and/or multi-year plan.

### Revisions to the Multi-year Accessibility Plan

If, through public consultation, feedback and our own accessibility action and planning processes, we determine that the Multi-year Accessibility Plan needs revision, we will update it to reflect these insights. Revisions will be available on our website, and will be provided in alternate formats on request.

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### Feedback is welcome

We welcome your inquiries and feedback about accessibility and our efforts at meeting the AODA and the IASR.

Please contact us by:

- Email: [accessibility@wsib.on.ca](mailto:accessibility@wsib.on.ca)
- Phone: 1-800-387-0750
- TTY: 1-800-387-0050