

Accommodation Policies

- Developed an external policy and internal procedure to ensure our office provides reasonable accommodation to those who require it
- Developed an anti-ableism statement of commitment
- Posted the accommodation policy and anti-ableism statement of commitment

Accessibility Plans

- Developed a Multi-Year Accessibility Plan that asserts the OIPRD's commitment to 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 Multi-Year Accessibility Plan 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 will be reviewed and updated at least once every five years

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
- Additional training that has been completed or will be 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

Information and Communication

- Created accessible feedback forms relating to the complaints process
- Launched new website in November 2014 that 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 brought in consultants to assess the office's built environment
- Necessary changes were made as a result of the built environment consultation including:
 - The installation of more automated accessible doorways
 - The removal of barriers in pathways including cabinets and other office furniture
 - Switching the direction doors open and close to provide more space for wheelchair access