

Office of the Employer Adviser Multi-Year Accessibility Plan

Introduction

The Office of the Employer Adviser's multi-year accessibility plan for 2022-23 – 2027-28 outlines the Office of the Employer Adviser's strategy to prevent and remove barriers and meet applicable accessibility requirements as outlined in Ontario Regulation 191/11 – Integrated Accessibility Standards (IASR) under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

Statement of Commitment

The Office of the Employer Adviser (OEA) is committed to providing an accessible and inclusive environment that ensures equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence.

We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under the AODA and its regulations.

Applicable IASR requirements

1. Accessibility Policy

Current Status: The OEA has developed, implemented, and maintains an accessibility policy that governs how the OEA achieves/will achieve accessibility through meeting its obligations under the IASR. This policy was last updated in 2022. The policy includes a statement of organizational commitment to meet the accessibility needs of persons with disabilities. This

policy is available on the OEA's website and can be provided in accessible format upon request.

Planned Actions: The OEA will review and update its accessibility policy as needed, at a minimum once every five years. We will also continue to make the policy available in accessible format upon request.

2. Multi-year Accessibility Plan

Current Status: This multi-year accessibility plan was reviewed in consultation with persons with disabilities. The plan is posted on the Office of the Employer Adviser's website and is available in an alternate format upon request.

Planned Actions: The plan will be updated at least every five years. When updating the plan. The Office of the Employer Adviser (OEA) will consult with persons with disabilities. The OEA will also prepare an annual status report on the progress of measures taken to implement this plan including measures taken to comply with the IASR; this document will be posted on the OEA's website and will be made available in accessible format upon request.

3. Procurement

Current Status: The OEA incorporates accessibility criteria and features when procuring or acquiring goods, services, or facilities, except where it is not practicable to do so. This is in accordance with the IASR and the Ontario Government's Accessibility Rules for Procurement.

Planned Actions: The OEA will continue to incorporate accessibility criteria and features when procuring or acquiring goods, services, or facilities, except where it is not practicable to do so. Upon request, the OEA will provide an explanation where it is not practicable to incorporate accessibility criteria and features when procuring or acquiring goods, services, or facilities.

4. Training

Current Status: All OEA employees, anyone who participates in developing OEA's policies, and anyone who provides goods, services, or facilities on behalf of the OEA are provided with training on the requirements of the IASR accessibility standards and the *Human Rights Code* as it relates to persons with disabilities; this training occurs as soon as practicable. The OEA also provides training with respect to any changes to its accessibility policy. The OEA's policy regarding this training is included in the OEA's Accessibility Policy, which is available on the OEA's website. Printed copies of this policy are also available on request.

Planned Actions: The OEA will continue to ensure this training is provided as required and will continue to keep a record of such training including the dates the training is provided and the number of people who were trained.

5. Feedback

Current Status: The OEA has an accessible customer service feedback process. Comments or complaints about the OEA's services, including the accessibility of the OEA's services or the OEA's feedback process may be made via the accessible complaints form on the OEA website, by e-mail, by mail, or by telephone. For telephone calls, persons with hearing impairments may contact the Bell Canada Relay service operator to assist them in placing or receiving calls if they use a TTY (Teletypewriter). The Bell operator can also assist in placing Voice Carry Over (VCO) and Hearing Carry Over (HCO) calls.

Planned Actions: Review whether additional processes would further improve the accessibility of the OEA's services or the OEA's feedback process.

6. Accessible formatting

Current Status: For documents generated by the OEA and services provided by the OEA, the OEA will, upon request, provide or arrange for communication supports and information in accessible formats for persons with disabilities. We will also consult with the person making the request to determine the suitability of the accessible format or the communication support. The OEA's Business Plan and Annual Report are available in accessible format on

the OEA's website. For documents generated by third parties (e.g., WSIB claim files) any requests for such documents in accessible format would need to be directed to the party that generated the document.

Planned Actions: The OEA will develop a process to ensure that arrangements for the provision of information in accessible formats and communication supports can be provided as quickly as possible upon request. The OEA will also review any document templates to determine whether they can be made accessible, so the resulting documents are created in accessible format where possible.

7. Website

Current Status: The OEA's website and web content meets IASR requirements; the OEA's website and web content conforms with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level AA, except where it is not practicable to do so.

Planned Actions: Review the OEA's website to identify any opportunities to increase accessibility. Ensure existing and new content on the website continues to comply with the obligations under the AODA.

8. Employment

Current Status: As part of the Ontario Public Services (OPS), the OEA follows OPS directives, policies, practices, and processes regarding employment matters. For example, this includes ensuring that accommodation is available, upon request, to applicants with disabilities and AODA requirements regarding employee supports and accommodations are being met.

Planned Actions: The OEA will continue to follow the relevant OPS directives, policies, practices, and processes regarding employment matters and ensure that AODA requirements regarding these matters continue to be met.

9. Workplace Emergency Response

Current Status: The OEA provides individualized workplace emergency response information as soon as is practicable to employees who have a disability in cases where this is necessary and the OEA is aware of the need for the accommodation.

Planned Actions: The OEA will continue to ensure that individualized workplace emergency response information is put in place where applicable and that this information is updated as needed.

10. Design of Public Spaces

Current Status: The OEA's Accessibility Policy outlines the OEA's procedures for providing notice of temporary disruptions of service or facilities that the OEA normally provides to persons with disabilities at our Toronto office.

Planned Actions: The OEA will meet accessibility laws when building or making major changes to public spaces.

11. Customer Service

Current Status: The OEA strives to provide excellent customer service to all its clients and ensure that persons with disabilities have an equal opportunity to obtain, use and benefit from the OEA's services. The OEA ensures that its customer service standards meet AODA requirements, and further details are available in the OEA's Accessibility Policy.

Planned Actions: The OEA will review its customer service standards to ensure that we continue to meet AODA requirements and consider what enhancements may further support our commitment to provide an accessible and inclusive environment that ensures equal access and participation for people with disabilities, ensure that we are treating people with disabilities in a way that allows them to maintain their dignity and independence, and ensure that where possible we remove and prevent any barriers to accessibility when providing our services.

To request an alternate format of this plan, please contact the Office of the Employer Adviser using the contact information below.

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