



Workplace Safety and Insurance
Appeals Tribunal

Tribunal d'appel de la sécurité professionnelle et
de l'assurance contre les accidents du travail

ACCESSIBILITY POLICY FOR CUSTOMER SERVICE

December 31, 2019

Accessibility Policy for Customer Service

Introduction

The Workplace Safety and Insurance Appeals Tribunal (“the Tribunal”) is committed to providing an accessible and inclusive environment in which all persons have equal access to its services and can participate fully in their appeals, particularly at their hearings.

The Tribunal is committed to meet the needs of people with disabilities in a timely manner, which respects their dignity and independence.

In accordance with the *Accessibility for Ontarians with Disabilities Act, 2005*, and *Ontario Regulation 191/11*, “*Integrated Accessibility Standards*” (the “Regulation”), the Tribunal has established the following policy, practices and procedures governing the provision of its services to persons with disabilities. The Tribunal has made every effort to ensure that the policy adheres to the core principles of the Regulation, which are:

- Goods or services must be provided in a manner that respects the dignity and independence of persons with disabilities.
- The provision of goods or services to persons with disabilities and others must be integrated unless an alternate measure is necessary (permanent or temporary) to enable a person with a disability to obtain, use or benefit from the goods or service.
- Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services.

Application of the Policy

This policy applies to all of the Tribunal’s services. The Tribunal, using reasonable efforts, will provide equal access for all individuals, including parties to appeals, witnesses and representatives, to fully participate in its processes.

This policy applies to all Tribunal staff and members. The term member is used to designate all adjudicative positions at the Tribunal.

This policy is available on the Tribunal’s website at www.wsiat.on.ca and in various accessible formats. If you would like to receive a copy of the policy in an alternate format or a paper copy, please contact the Tribunal’s Call Centre at: 416-314-8800; Toll Free: 1-888-618-8846; TTY: 416-314-1787. Copies of this policy are also available at our Reception Desk at 505 University Avenue, 7th Floor, Toronto.

Accessibility Features

The Tribunal has undertaken measures to promote a barrier-free environment and to meet accessibility needs. These measures are in addition to specific accommodations that may be requested on a case by case basis.

The Tribunal's offices are located at 505 University Avenue, 7th floor, in Toronto. The building is located close to the St. Patrick and Queen's Park subway stations. The Queen's Park subway stop is wheelchair accessible. The building's front doors and elevators are accessible to wheelchairs and other mobility devices, as are the Tribunal's public spaces such as its hearing and mediation rooms, washrooms and library.

The Tribunal's Call Centre staff is available from 8:00 am to 5:00 pm to answer inquiries regarding our process and the status of appeals. Our Customer Service Representatives and Information Officers can respond to telephone calls via our TTY line at (416) 314-1787, or through the Bell Relay service.

The Tribunal will communicate with people with disabilities in ways that take into account their disability.

All of the Tribunal's information materials, forms and notices to the public are available in print and on the Tribunal's website, which follows the Web Content Accessibility Guidelines (WCAG) 2.0 Level AA. The Tribunal will provide, or arrange for the provision of, accessible formats and communication supports of Tribunal generated documents for people with disabilities, on request.

Requests for Accommodation

Requests for accommodation are considered on an individual basis and every reasonable effort is made to accommodate requests.

Tribunal staff will work with persons with disabilities to make the Tribunal's services accessible in relation to the need for accommodation. In order for the Tribunal to respond appropriately to requests, persons with disabilities may be asked to provide additional information about their accommodation needs. The Tribunal will be sensitive to the privacy concerns of those persons who seek accommodation.

Hearings

Requests for accommodation for hearings (in Toronto or at regional centres) can be made at any point in the appeals process, either in writing or by phone. For hearings that are not yet scheduled, parties may contact the staff person assigned to their file, or they may contact the Tribunal's Call Centre. For cases with a scheduled hearing date, parties should contact the Manager of the Tribunal's Scheduling Department:

Manager, Scheduling Department
Workplace Safety and Insurance Appeals Tribunal
505 University Avenue, 7th Floor
Toronto ON M5G 2P2
(416) 314-8800

Accommodation requests should be made as soon as possible so that appropriate arrangements can be made in advance of the hearing. With adequate notice, the Tribunal is able to provide visual interpretation services such as American Sign Language (ASL) and langue des signes quebecoise (LSQ), real time captioning and audio amplification.

General Accommodation Requests

Requests for accommodation for non-hearing related matters can be made in writing or by phone and will be considered on an individual basis. For general accommodation requests, please contact:

Accessibility Coordinator
Workplace Safety and Insurance Appeals Tribunal
505 University Avenue, 7th Floor
Toronto ON M5G 2P2
(416) 314-8800

Use of Assistive Devices

Persons with disabilities who require personal assistive devices will be permitted access to these devices while attending hearings at the Tribunal's premises at 505 University Avenue and while at regional hearing centres. When requested, the Tribunal will work with individuals to accommodate the use of personal assistive devices, but will not provide these devices.

Use of Support Persons¹

The Tribunal recognizes that persons with disabilities may be accompanied by a support person to assist with communication, mobility, personal care or medical needs. Support persons may accompany persons with disabilities at the Tribunal's premises at 505 University Avenue, as well as at regional hearing centres. Persons with disabilities may have access to their support person at all times while accessing the Tribunal's services. The Tribunal does not arrange for the provision of a support person.

Use of Service Animals

Persons with disabilities who use the Tribunal's services and who rely on a guide dog or other service animal, will be permitted access to the Tribunal's premises at 505 University Avenue and while at regional hearing centres and are permitted keep their service animal with them, unless the service animal is legally excluded by law. If an animal is legally excluded, the Tribunal will work with persons with disabilities to provide other measures to allow them to use or benefit from the Tribunal's services.

Notice of Service Disruptions

If there is a disruption to the service or facilities that the Tribunal normally provides to persons with disabilities, the Tribunal will provide notice of the disruption to the public as soon as it is able to do so. The notice of the disruption will be posted on the Tribunal website when practicable, and will outline the reasons for the disruption and the expected duration of the disruption. The Tribunal will provide a description of alternate facilities or services that are available during the disruption.

Training

The Tribunal will provide training to staff and members in the provision of its goods and services to persons with disabilities. This training will consist of:

¹ Support Person means, in relation to a person with a disability, another person who accompanies him or her to help with communication, mobility, personal care or medical needs or with access to goods, services or facilities. The use of a support person is not intended to affect the licensing requirements for paralegal representatives under the *Law Society Act* (R.S.O. 1990 c.L.8.) and By-Laws.

- A review of the *Accessibility for Ontarians with Disabilities Act, 2005*, and the requirements of the *Integrated Accessibility Standards (Ontario Regulation 191/11)*.
- A review of the Tribunal's Accessibility Policy, practices and procedures regarding the provision of its goods or services to people with disabilities.
- How to interact and communicate with people with various types of disability.
- How to interact with people with disabilities who use an assistive device, service animal or a support person.
- How to use equipment or assistive devices available on our premises or that the Tribunal uses to provide goods or services to people with disabilities.
- What to do if a person with a particular type of disability is having difficulty accessing our goods or services.

The Tribunal will provide training to new staff as soon as it is practicable to do so and will provide updated training to staff when there are changes to the Accessibility Policy. The Tribunal will maintain a record of the training provided to staff and members and the dates that training was received.

Feedback

Comments or complaints about the accessibility of the Tribunal's goods or services or about accommodation provided by the Tribunal may be made via the Tribunal's website, by mail, by fax, or by telephone.

Website: www.wsiat.on.a

Mail: Accessibility Coordinator
Office of the Vice-Chair Registrar
Workplace Safety and Insurance Appeals Tribunal
505 University Avenue, 7th Floor
Toronto ON M5G 2P2

Fax: (416) 326-5164

Call Centre: (416) 314-8800; Toll Free 1-888-618-8846; TTY: (416)314-1787

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