



Workplace Safety and Insurance  
**Appeals Tribunal**

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

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# ACCESSIBILITY POLICY – INTEGRATED ACCESSIBILITY STANDARDS

December 31, 2019

# Accessibility Policy – Integrated Accessibility Standards

## Introduction

The Workplace Safety and Insurance Appeals Tribunal’s Accessibility Policy – Integrated Accessibility Standards is designed to support the principles and requirements outlined in the *Accessibility for Ontarians with Disabilities Act, 2005*, and *Ontario Regulation 191/11 – “Integrated Accessibility Standards Regulation”* (the “Regulation”). The standards have been established to remove barriers and improve accessibility for people with disabilities in the key areas of Information and Communications, Employment and Transportation.

In developing policies, practices and procedures for accessibility, the Tribunal has made every effort to ensure that we adhere to the following core principles:

- Goods or services are provided in a manner that respects the dignity and independence of persons with disabilities.
- Services are integrated to allow people with disabilities to fully benefit from the same service, in the same place and in the same or similar way as other customers, unless an alternate measure is necessary.
- Persons with disabilities are given an opportunity equal to that given to others to obtain, use and benefit from the Tribunal’s goods or services.

This policy will be implemented in accordance with the timeframes established by the Regulation.

## Accessibility Commitment

The Workplace Safety and Insurance Appeals Tribunal (“*the Tribunal*”) is committed to providing an accessible and inclusive environment for all individuals, including parties to appeals, to ensure equal access to our services. The Tribunal is committed to meet the needs of people with disabilities in a timely manner, which respects their dignity and independence. As an employer, the Tribunal is committed to ensuring that it provides equality of access to employment opportunities, and a workplace that is accessible and accommodates the needs of employees and members.

## Accessibility Plan

The Tribunal will develop, implement and maintain a multi-year accessibility plan. The plan will outline the Tribunal’s strategy to remove and prevent barriers to accessibility and to meet the requirements of the Regulation on an ongoing basis. The multi-year accessibility plan will be posted on the Tribunal’s website and will be provided in an accessible format on request. The Tribunal will review and update the accessibility plan at least once every five years.

# Accessibility Policy – Integrated Accessibility Standards

## Application of the Policy

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

This policy applies to all Tribunal staff and members. The term member is used to designate all order- in-council appointees at the Tribunal. The Tribunal will provide an accessible environment and equal opportunity for all employees and members.

This policy is available on the Tribunal’s website at [www.wsiat.on.ca](http://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: 1-888-628-8846; TTY 416-314-1787. Copies of this policy are also available at our Reception Desk at 505 University Avenue, 7<sup>th</sup> Floor, Toronto.

## Accessibility for Customer Service Policy

The Tribunal has developed a policy on providing accessible customer service to its clients and stakeholders. The document, [Policy: Accessibility for Customer Service](#), outlines the Tribunal’s accessibility features; how to request an accommodation both for hearings and non-hearing related matters; the use of assistive devices, support persons and service animals; service disruptions and training to staff and members in the provision of goods and services to persons with disabilities. This policy was developed to support the principles and requirements of the *Accessibility for Ontarians with Disabilities Act, 2005*, and *Ontario Regulation 191/11*, “*Integrated Accessibility Standards*”.

## Procuring or Acquiring Goods, Services or Facilities

The Tribunal will incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, where practicable to do so. If the Tribunal determines that it is not practicable to incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, it will provide, upon request, an explanation.

## Training

The Tribunal, as employer, will provide employees, members and all other persons who provide goods, services or facilities on behalf of the Tribunal, training on the requirements of the *Accessibility for Ontarians with*

# Accessibility Policy – Integrated Accessibility Standards

*Disabilities Act, 2005; Ontario Regulation 191/11 – “Integrated Accessibility Standards Regulation”; and the Human Rights Code as it pertains to people with disabilities.*

The training will be appropriate to the duties of the employees, members or other persons and will be provided as soon as it is practicable to do so. Training will be provided to employees, members and all other persons when changes are made to this accessibility policy. The Tribunal will keep a record, including dates and number of participants, of the training provided.

## **Information and Communication Standards**

### **Accessible Formats and Communication Supports:**

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. In doing so, the Tribunal will:

- Consult with the person making the request.
- Provide the information in a timely manner that takes into account the person’s accessibility needs due to disability.
- Provide the information at a cost that is no more than the regular cost charged to other people.
- Notify the public of the availability of the accessible formats and communication supports.

### **The Tribunal’s Website:**

The Tribunal’s internet site, including web content, will conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, Level AA, in accordance with the Regulation, where practicable.

## **Employment Standards**

### **Recruitment:**

As part of our recruitment process, the Tribunal will notify employees, members and the public about the availability of accommodations where needed, for applicants with disabilities, to support their participation in the recruitment process. When an individual is selected to participate in an assessment or selection process, we will notify job applicants that accommodations are available on request in relation to the materials or processes to be used.

# Accessibility Policy – Integrated Accessibility Standards

If a selected applicant requests an accommodation, the Tribunal will consult with the applicant and provide or arrange for the provision of accommodation in a way that takes into account their accessibility needs due to disability.

When making an offer of employment, the Tribunal will notify the successful applicant of our policies for accommodating employees with disabilities.

## **Information, Communication Supports, and Accessible Formats for Employees and Members:**

The Tribunal, as employer, will inform employees and members of our policies used to support employees and members with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account accessibility needs due to disability. We will provide this information to new employees and members as soon as practicable after they commence employment.

The Tribunal will provide updated information to employees and members whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's or member's accessibility needs due to disability.

The Tribunal will consult an employee or member when requested to provide or arrange for the provision of accessible formats and communication supports for information that is needed to perform the employee's or member's job, and for information that is generally available to employees or members in the workplace.

## **Workplace Emergency Response Information:**

The Tribunal will provide individualized workplace emergency response information to employees or members who have a disability, if the disability is such that the individualized information is necessary and the Tribunal is aware of an accommodation need due to the disability. If an employee or member who has received individualized information requires assistance, the Tribunal will, with the employee or members consent, provide the workplace emergency response information to the person designated by the Tribunal to provide assistance to the employee. The Tribunal will provide this workplace emergency response information as soon as practicable after the Tribunal becomes aware of the need for accommodation due to the disability.

The Tribunal will review the individualized workplace emergency response information if the employee or member moves to a different location; when the employer or member's overall accommodation needs or plans are reviewed; and when the Tribunal reviews its general emergency response policies.

# Accessibility Policy – Integrated Accessibility Standards

## **Documented Individual Accommodation Plans:**

The Tribunal will have in place a written process for the development of documented individual accommodation plans for employees or members with disabilities. The written process for documented individual accommodation plans will include the factors outlined in section 28(2) of the Regulation.

The Tribunal will, if requested, include in the accommodation plan any information regarding accessible formats and communication supports provided. The accommodation plan will also include individualized emergency response information if required, and identify any other accommodation that is to be provided.

## **Return to Work Process:**

The Tribunal will have in place a documented return to work process for employees or members who have been absent from work due to disability and require disability-related accommodations in order to return to work. The return to work process will outline the steps the Tribunal will take to facilitate the return to work of employees or members who were absent from work due to their disability and will use documented individual accommodation plans as part of the process.

## **Performance Management:**

When using performance management, the Tribunal will take into account the accessibility needs of employees with disabilities, as well as individual accommodations plans, when using its performance management process in respect of employees with disabilities.

## **Career Development and Advancement:**

The Tribunal will take into account the accessibility needs of its employees with disabilities and any individual accommodation plans when providing career development and advancement to its employees with disabilities.

## **Redeployment:**

The Tribunal will take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.

# Accessibility Policy – Integrated Accessibility Standards

## Feedback

The Tribunal will continue to ensure that our process for receiving and responding to feedback is accessible to people with disabilities. Feedback can be provided by telephone, fax, mail, or via the Tribunal's website. The Tribunal will provide communication supports, if requested, and we will consult with the person making the request to determine the appropriate communication support.

<b>Website:</b>	<a href="http://www.wsiat.on.ca">www.wsiat.on.ca</a>
<b>Call Centre:</b>	(416) 314-8800; Toll-Free 1-888-618-8846; TTY: (416) 314-1787
<b>Fax:</b>	(416) 326-5164
<b>Appeal Inquiries:</b>	Accessibility Coordinator Office of the Vice-Chair Registrar
<b>Employment Inquiries:</b>	Human Resources
<b>Mail:</b>	Workplace Safety and Insurance Appeals Tribunal 505 University Avenue, 7 <sup>th</sup> Floor Toronto ON M5G 2P2