

# Workplace Safety and Insurance Appeals Tribunal

## 2014 Accessibility Report

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### Introduction

This report summarizes the Tribunal's experience ensuring our accessibility policies and plans meet the requirements in the *Accessibility for Ontarians with Disabilities Act, 2005*, ("the AODA"), the *Integrated Accessibility Standards Regulation (the "IASR", O.Reg. 191/11)*, ("the IASR"), and the *Accessibility Standards for Customer Service (O.Reg. 429/07)*. This report is posted on the Tribunal's website and is available in accessible formats on request.

### Customer Service

In 2014 the Tribunal continued to provide accessible customer service to clients and stakeholders, governed by our Accessibility Policy for Customer Service posted on our website. The Tribunal continued to provide reasonable accommodation to parties to appeals, witnesses and representatives on a case by case basis. Some examples of accommodation provided include:

- Arranging hotel accommodation the night before a hearing for a worker who had difficulty travelling long distances due to his disability.
- Arranging for a different chair for a worker for a hearing because he was unable to sit in a hard or straight backed chair.
- Arranging for an accessible taxi van for a worker using a wheelchair
- Arranging for a hotel where a hearing was held to avoid using cleaning agents in a hearing room to accommodate a worker with allergies.

### Procurement

In 2014, the Tribunal was mindful of accessibility requirements when procuring goods or services or facilities and incorporated accessibility language into the Tribunal's tender documents. Tribunal managers and staff involved in procurement are aware of accessibility requirements in OPS procurement practices.

### Information and Communication

#### Feedback

The Tribunal continued to ensure that feedback processes are available in accessible formats, such as via the website, by mail, fax, the TTY line or telephone. The Tribunal notified the public about the availability of these options in the Accessibility Policy for Customer Service and the Accessibility Policy – Integrated Accessibility Standards, which are both posted on the Tribunal's website.

## Accessible Formats and Communication Supports

The Tribunal continued to provide information in accessible formats and communication supports for persons with disabilities, upon request in accordance with the requirements of the IASR.

## Training

As part of our corporate training program, the Tribunal has incorporated accessibility modules on the requirements of the *AODA*, the *IASR*, and the *Human Rights Code*. This training is provided to new recruits as soon as practicable after commencement of employment.

A training session on providing accessible customer service was delivered to new staff in September 2014. The Tribunal maintains a written record, including the date and number of participants, of the accessibility training program.

## Employment

At the beginning of 2014, the Tribunal's Employment Accommodation and Return to Work Policy and enhanced accommodation and return to work processes came into effect. The Policy and processes underscore the Tribunal's commitment to:

- Provide timely and effective employment accommodation and return to work for employees and OIC appointees with injuries, illnesses or disabilities, including the development of individual accommodation plans.
- Documented processes for the development of individual accommodation plans for employees with disabilities, and the return to work of employees absent from work due to disability.
- Enhanced employment practices, including an accessible and inclusive recruitment process, enabling persons with disabilities to fully participate in the hiring process.
- Consult with an employee with a disability, on request, to provide accessible formats and communication supports for information required to perform the employee's job.
- Performance management, career development and advancement opportunities, and redeployment programs which take into account the accessibility needs of employees with disabilities as well as individual accommodation plans.
- Provide tools and supports to establish an emergency response plan, when identified, for employees with a disability.