

# Workplace Safety and Insurance Appeals Tribunal

## 2021 Accessibility Report

This report summarizes the WSIAT's actions to ensure our accessibility policies and plans meet the requirements in the *Accessibility for Ontarians with Disabilities Act, 2005*, (“the AODA”), and the *Integrated Accessibility Standards Regulation (the “IASR”, O.Reg. 191/11)*.

This report is posted on our website and is available in accessible formats on request.

### 1. Customer Service

The WSIAT continued to provide accessible customer service to clients and stakeholders, including:

- We accommodated parties to appeals, witnesses and representatives on a case by case basis so they could fully participate in hearings.
- We provided individual accommodation to clients and stakeholders who required accommodation in relation to virtual, remote and in-person hearings.

### 2. Procurement

In 2021, we were mindful of accessibility requirements when procuring goods or services or facilities and incorporated accessibility language into our tender documents. WSIAT managers and staff involved in procurement are aware of accessibility requirements in Ontario Public Service procurement practices.

### 3. Information and Communication

#### i. Feedback

The WSIAT ensured that feedback processes were available in accessible formats, such as via the website, by mail, fax, the TTY line or telephone.

We notified the public about the availability of these options in the Accessibility Policy for Customer Service and the Accessibility Policy – Integrated Accessibility Standards which is posted on our website.

#### ii. Accessible Formats and Communication Supports

The WSIAT provided information in accessible formats and communication supports for persons with disabilities, on request. In 2021 we offered E-filing so parties could send us information electronically and we continued to explore ways to share information with parties electronically.

## 4. Training

As part of our corporate training program, the WSIAT trains new staff on the requirements of the AODA, the *IASR* and the *Human Rights Code*, as well as creating accessible documents. This training is provided to new staff as soon as possible after starting employment.

Training sessions on providing accessible customer service were delivered to new staff throughout 2021. We maintained a written record, including the date and number of participants, of the accessibility training program.

## 5. Employment

In 2021, job vacancies were filled through an accessible and inclusive recruitment process so persons with disabilities could fully participate in the hiring process. Potential applicants were notified they could request an accommodation if needed. Successful candidates were informed of our policy and processes for accommodating employees with disabilities, including individualized workplace emergency response information, at the time the offer of employment was made.

We continued 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 individualized accommodation plans and emergency response plans. Employee performance management, career development and advancement opportunities took into account the accessibility needs of WSIAT employees.