

Accessibility Plan and Policies for the Ontario Clean Water Agency (OCWA)

This 2014-21 accessibility plan outlines the policies and actions that OCWA will put in place to improve opportunities for people with disabilities.

Statement of Commitment

OCWA is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

Implementation and Communication with Managers

Presentations were made to OCWA's Executive Management team and with managers of all departments to discuss the IASR requirements and implementation procedures.

Accessibility in Procurement

Meetings were held with representatives from OCWA's Procurement Department to discuss the requirements, and subsequently a review of our purchasing practices and procedures was conducted.

- Accessibility will be considered for any purchases for services, materials or equipment that are required in the provision of our services to our clients.
- Accessibility requirements will be written into the templates that are used in the development of contracts and requests for proposals (RFPs) for the purchasing of services and equipment for OCWA and its clients.

Accessible Emergency Information

OCWA is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. Any emergency procedures, plans or public safety information that is available to the public will be provided in an accessible format or with appropriate communications supports if requested. This will be completed as soon as practical after a request has been received.

OCWA will continue to provide employees with disabilities with individualized emergency response information when necessary for evacuation situations and all emergencies. All managers and employees have been advised of the obligation to provide this information and

the process for providing assistance to an employee with a disability and for developing an individualized emergency plan.

Training

OCWA, through the Ontario Public Service (OPS) Centre for Leadership and Learning, provides training to employees and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

OCWA has taken the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws in accordance with the AODA Customer Service Standard by January 1, 2012 and the Integrated Accessibility Standard (IASR) by January 14, 2014. All new employees are required to complete the courses through OCWA's New Employee Orientation program. A record is kept of all employees' participation and completion of this training:

All OCWA employees are required to complete the Customer Service Training by:

1. Taking an e-learning Serve-Ability course;
2. Reading tip sheets;
3. Reading the OPS Accessible Customer Service Policy and OPS Accessibility Guideline;
4. Reading OCWA's Customer Service Policy.

All OCWA employees are required to complete the IASR Training by:

1. Taking the "IASR in the OPS" e-Course that describes the AODA and the development of the Standards including the Customer Service Standard and the new IASR Standard.
2. Taking the "Working Together" e-Course that describes the Human Rights Code and the AODA and how they work together to promote equality and accessibility.

Information and Communications

OCWA is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs. Several meetings and consultations have taken place with managers of the Information Technology and Communications Division to implement the requirements of the AODA (IASR).

OCWA will take the following steps to make all new websites and content on those sites conform with WCAG 2.0, Level A by **January 1, 2014**:

- Consultations took place with IT Representatives from the Ministry of Government Services to review the IT requirement for OCWA's Internet & Intranet sites.
- Ensure all new website development follow the WCAG 2.0 Level A standards.
- Ensure all new content for websites meet the following criteria for IASR:
 - Ensure all text on websites have the ability to be enlarged
 - Provide text alternatives for any non-text content
 - Provide alternatives for time based media (text transcript for pre-recorded audio or captions for pre-recorded video)

OCWA will take the following steps to ensure existing feedback processes are accessible to people with disabilities upon request.

- OCWA will continue to use the process that was established as part of the Customer Service Standard.

OCWA is committed to ensure all publicly available information is made accessible upon request as follows:

- Any information that is requested by our clients or public will be provided in an alternate format or with a communication support in a way that will meet the needs of the individual who has made the request.
- OCWA will work with the individual to determine the appropriate format in which the information will be provided.
- Once requested, accessible information will be provided as soon as possible, although it may depend on the quantity of information, the complexity and the format requested.
- We will notify our clients and public that will make our information accessible on request. E.g note on our website.

OCWA will take the following steps to make all websites and content conform with WCAG 2.0, Level AA by **January 1, 2016**:

Audio description is provided for all pre-recorded video content.

Employment

OCWA is committed to fair and accessible employment practices in accordance with all OPS policies, procedures and guidelines. OCWA as an Agency of the Ministry of Environment and the Ontario Public Service (OPS) is obliged to follow all OPS Employment policies and ensure that they are incorporated into OCWA's HR policies. The OPS policies that support the IASR Employment Standard are: Employment Accommodation and Return to Work Operating Policy, Employment Policy, Performance Management Policy, Employment Policy, and Learning and Development Policy.

We will take the following steps to notify the public and staff that, when requested, **OCWA** will accommodate people with disabilities during the recruitment and assessment processes and when people are hired:

- Job applicants are notified that accommodation is available and will be provided as required as indicated on all job postings.
- Accommodation is provided to candidates if required during the interview process including the completion of tests, presentations and accessibility to the meeting facility.

OCWA will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability:

- OCWA will continue to provide accommodation support, on a temporary or permanent basis, if an employee has an injury, illness or disability that is affecting their ability to do their job and fulfill job requirements. Employment Accommodation is provided on an individualized basis to ensure that barriers are removed from the workplace which would otherwise keep the employee from participating equally in all aspects of work. Employees are advised that if they have accommodation needs they should speak to their manager as soon as possible. An individualized plan will be developed to meet the employee's accommodation needs and the employer's operational requirements. OCWA as an agency of the OPS will follow the OPS Employment Accommodation and Return to Work Operating Policy that governs the Employment Accommodation process and related responsibilities.
- Employees are advised of the Employment Accommodation process and policies as part of the New Employee Orientation program and as part of the Attendance Management Policy.

OCWA will take the following steps to ensure the accessibility needs of employees with disabilities needs are taken into account in performance management, career development and redeployment processes:

- All new managers are advised of the requirement to take accessibility needs into account for the above-mentioned processes during the new manager training program.
- Managers are reminded of the annual requirements during the performance management process.
- Employees and managers are advised of accommodation requirements for the redeployment process in correspondence and at employment transition information sessions.

- Ensure that all managers/supervisors and staff include commitments to e-learning on IASR in their performance plans.
 - *Working together- The OHRC and the AODA*
 - *IASR in the OPS*
- Encourage managers/supervisors and staff to participate in ongoing inclusion, diversity and accessibility awareness training.
- Model the values of Inclusion by ensuring that meetings are held in venues that are accessible to people with disabilities.

We will make performance management documents available in accessible formats to employees if requested.

- We will provide feedback and coach employees in a way that is accessible to them to meet their individual needs because of a disability.
- When providing career development opportunities, we will take accommodation into consideration when employees with disabilities are learning new skills or take on new responsibilities.

OCWA will take the following steps to prevent and remove other accessibility barriers identified:

- Review all new policies and programs to ensure no new barriers are being created.
- Ensure discussions take place at management meetings to discuss diversity and accessibility to ensure that any barriers are identified and removed.

OCWA will put the following procedures in place to prevent service disruptions to accessible parts of its public spaces:

- OCWA will take steps to prevent a service disruption in its public spaces and would implement our Emergency Management Program and Continuity of Operations Plan in the event of any emergency that would cause a service disruption.
- In the event of a service disruption, we will notify the public of the service disruption and alternatives available.

For more information

For more information on this accessibility plan, please contact Courtney Drew, Director Human Resources at:

- Phone: 416-775-0554
- Email: charbord@ocwa.com

Accessible formats of this document are available free upon request from: OCWA's Corporate Communications Branch by:

- Phone: 416-775-0540
- Email: CCommunication@ocwa.com