OSC's 2015-2021 Compliance with the Accessibility for Ontarians with Disabilities Act:

Following the OSC's compliance with the requirements of the January 1, 2014 public sector deadline for the Integrated Accessibility Standards Regulation (IASR) under the AODA, the members of the OSC's cross-functional AODA Steering Group have monitored ongoing compliance and identified opportunities to support our commitment to providing an inclusive environment that meets the accessibility needs of individuals with disabilities. The AODA Steering Group objectives include:

- Reviewing progress against the OSC's Accessibility Plan on a regular basis to ensure key commitments are achieved
- Supporting OSC staff to incorporate accessibility and inclusivity within their roles
- Tracking and monitor accessibility requests and costs to inform future planning and identify trends
- Annual review, update and presentation of a year-end report on accessibility statistics and accomplishments to the Chief Administrative Officer

Requirement of Accessibility Standards	Lead	Deadline	Planned Actions to Meet Requirement
Status: Ongoing			
Customer Service Standard			
Notice of temporary disruptions **CSS 5.1, 5.2, 5.3** - The OSC will notify the public if certain facilities or services will be temporarily disrupted including the reason for the disruption, the OSC will provide the reason for the disruption, the expected duration and alternative arrangements		January 1, 2010	- Appropriate notices provided as required.
Notice of temporary disruptions **CSS 5.4** - This will be documented and be provided upon request		January 1, 2010	- Appropriate notices provided as required.
Training for staff CSS **6.1 and 6.2** - The OSC shall ensure all staff, third party agents, volunteers who interact with the public and all those involved in policy development on how to interact and communicate with persons with various types of disabilities, how to use available equipment and devices on premises and what to do if a person is having difficulty accessing the OSC's services		January 1, 2010	- The OSC has provided current staff, regardless of public interaction, and will provide all incoming staff with training on the Customer Service Standard for persons with disabilities.
Training for staff **CSS 6.3 and 6.4** - This training will be provided as soon as possible upon the employee joining the OSC and shall be updated as policies get updated		January 1, 2010	- The OSC has provided current staff, regardless of public interaction, and all will provide incoming staff with training on the Customer Service Standard for persons with disabilities.

Requirement of Accessibility Standards	Lead	Deadline	Planned Actions to Meet Requirement
			• The OSC updates this training for applicable staff when its policies or processes change.
Training for staff **CSS 6.5 and 6.6** • A summary of this training as well as records of its completion shall be provided upon request.		January 1, 2010	• The OSC has tracked and recorded completion of this training and can be provided upon request.
IASR General			
Establish accessibility policy **IASR 3.1** • Develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting the requirements of this legislation	AODA Steering Group (e.g. HR, GCO, CS, Communications)	January 1, 2013	• The OSC will develop and implement policies and/or processes to address any gaps identified with regard to accessibility and inclusiveness and AODA requirements on an ongoing basis.
Establish accessibility policy **IASR 3.3** • Make policy publicly accessible • Provide policy in accessible formats upon request	AODA Steering Group (e.g. HR, GCO, CS, Communications)	January 1, 2012	• Will continue to provide requested policy in accessible format as required.
Accessibility Plan **IASR 4.1(a)** • Establish, implement and maintain a multi-year accessibility plan outlining the OSC's strategy to prevent and remove barriers and meet requirements under AODA legislation	AODA Steering Group (e.g. HR, GCO, CS, Communications)	January 1, 2013	• Revisions will be added as needed.
Training **IASR 7.1** • Provide training on the requirements of the accessibility standards as referred to in the regulation and related legislation (e.g. Human Rights Code)	HR Department - General CSS and IASR training	January 1, 2014	• New employees and managers will be provided relevant training upon employment at the OSC.
Training **IASR 7.2** • The training on the requirements of the Accessibility standards and on the Human Right Code shall be appropriate to the duties of the employees, volunteers and other persons at the OSC.	HR Department - General CSS and IASR training	January 1, 2014	• New employees and managers will be provided relevant training upon employment at the OSC.

Last Reviewed Date: June 29, 2021

Requirement of Accessibility Standards	Lead	Deadline	Planned Actions to Meet Requirement
Training **IASR 7.3** • Train employees as soon as practicable	HR Department - General CSS and IASR training	January 1, 2014	• Employees will be trained as soon as practicable.
Training **IASR 7.4** • Provide training in respect to any changes to OSC accessibility policies	HR Department - General CSS and IASR training	January 1, 2014	• Employees will be made aware of and provided with any changes to OSC accessibility policies as needed.
Training **IASR 7.5** • Maintain record of training provided (including dates on which training is conducted) and the number of individuals trained.	HR Department - General CSS and IASR training	January 1, 2014	• On-line training will record and track current and future completion of the IASR training.
Information and Communications Standards			
Feedback **IASR 11.1** • Any processes by which the OSC receives and responds to feedback (e.g. Contact Centre) must ensure this process is accessible, as well as provide accessible formats and communications supports upon request	Communications	January 1, 2014	• The OSC will notify the public about the availability of accessible formats and communication supports in advance of events to allow ample time to process requests and consult with the requestors. The OSC will respond to requests for accessible formats and communications supports regarding public documents as well as public events hosted by the OSC.
Feedback **IASR 11.3** • The OSC must notify the public about the availability of these accessible formats and communication supports	Communications	January 1, 2014	• The OSC will ensure members of the public with accessibility needs have the opportunity to provide feedback to the OSC through multiple channels. • The OSC will notify the public of the availability of accessible formats and communication supports on the OSC website.
Accessible formats and communication supports **IASR 12.1** • Upon request, provide or arrange for accessible formats and communication supports for persons with disabilities in a timely and appropriate manner and at a cost that is no more than the regular cost charged to other persons.	Communications	January 1, 2014	• The OSC will address requests for accessible formats and communications supports for persons with disabilities in a timely and appropriate manner and at a cost that is no more than the regular cost charged to other persons.

Last Reviewed Date: June 29, 2021

OSC Multi-Year Accessibility Plan
Integrated Accessibility Standards (Ontario Regulation 191/11)

Requirement of Accessibility Standards	Lead	Deadline	Planned Actions to Meet Requirement
Accessible formats and communication supports **IASR 12.2** • Consult with requestor in determining the suitability of an accessible format.	Communications	January 1, 2014	• The OSC will undertake consultations with individuals who request documents in accessible formats to determine the suitability of possible accessible formats.
Emergency procedure, plan or public safety information **IASR 13.1 and 13.2** • Must be provided in an accessible format upon request.	Corporate Services	January 1, 2012	• Modifications and issuance in accessible format will occur when required.
Accessible website and web content **IASR 14.4(2)** • By January 1, 2021 all websites, web content and web-based applications must be WCAG 2.0 Level AA.	Communications, Corporate Services - IT	January 1, 2021, ongoing	• The OSC website is built to the WCAG 2.0 Level AA standard • New content published to the website after January 1, 2021 is accessible. There are some historical documents that do not meet the WCAG 2.0 Level AA standard. The OSC will provide accessible versions of these documents on request. • Most web-based applications, with the exception of some electronic forms, meet the WCAG 2.0 Level AA standard. The electronic filings system, including electronic forms, is slated for replacement in the new fiscal year and the new system will be built to the WCAG 2.0 Level AA standard. In the interim, the OSC will provide accessible alternatives to the forms on request. • The OSC website includes language about the option to request documents in an accessible format.
Employment Standards			
Recruitment, assessment or selection process **IASR 23.1** • During the recruitment process, the OSC shall notify job applicants, who are selected to participate in an assessment or selection process, that accommodation is available upon request in relation to the materials or processes to be used.	Human Resources	January 1, 2014	• The OSC advises all applicants selected to participate in an assessment or selection process that accommodations are available on request in relation to the materials or processes that will be used.
Recruitment, assessment or selection process **IASR 23.2** • If a selected applicant requests an accommodation, the OSC shall consult with the applicant and provide/arrange for the	Human Resources	January 1, 2014	• The OSC will train Human Resources staff and all vendors in reference to these requirements.

Last Reviewed Date: June 29, 2021

Requirement of Accessibility Standards	Lead	Deadline	Planned Actions to Meet Requirement
provision of a suitable accommodation that meets the applicant's accessibility needs due to disability.			• The OSC will provide hiring managers with training and job aids as required to support the provision of accessible recruitment, assessment, and selection process.
Notice to successful applicants **IASR 24** • When extending an offer of employment, the OSC will notify the successful candidate of the OSC's policies for accommodating employees with disabilities.	Human Resources	January 1, 2014	• The OSC trains managers and Human Resources staff to inform employees of the accessibility policy and the availability of accommodations when extending offers of employment.
Information about supports available for employees **IASR 25.1** • Inform employees of OSC's policies used to support employees with disabilities and provide accommodation based on an employee's accessibility needs due to disability.	Communications Human Resources	January 1, 2014	• The OSC informs current and new employees of the OSC's policies and processes to provide support to employees with disabilities and accommodate their accessibility needs due to disability.
Information about supports available for employees **IASR 25.2** • Provide information required under this section to new employees.	Communications Human Resources	January 1, 2014	• The OSC informs current and new employees of the OSC's policies and processes to provide support to employees with disabilities and accommodate their accessibility needs due to disability.
Information about supports available for employees **IASR 25.3** • Provide updated accommodation information to employee whenever there is a change to existing policies.	Communications Human Resources	January 1, 2014	• The OSC notifies employees of all policy changes in a timely fashion.
Accessible formats and communication supports for employees IASR **26.1** • Provide accessible formats of accessibility information upon request.	Communications	January 1, 2014	• The OSC provides accessible formats and communications supports for its employees as required. • Employees will be consulted for information needed to perform job and information that is generally available to all employees in the workplace.
Accessible formats and communication supports for employees **IASR 26.2** • The OSC will consult with the employee making the request in determining the suitability of an accessible format.	Communications Human Resources	January 1, 2014	• The OSC consults with the employee in deciding what formats or communications supports are suitable.

Last Reviewed Date: June 29, 2021

OSC Multi-Year Accessibility Plan
Integrated Accessibility Standards (Ontario Regulation 191/11)

Requirement of Accessibility Standards	Lead	Deadline	Planned Actions to Meet Requirement
Workplace Emergency Response **IASR 27.1** • Provide individualized workplace emergency response information to employees who have a disability.	Corporate Services	January 1, 2012	• Ongoing assessment and modification will continue as required.
Workplace Emergency Response IASR **27.2** • The OSC shall provide emergency response information to the person providing assistance to the employee.	Corporate Services	January 1, 2012	• Ongoing assessment and modification will continue as required.
Workplace Emergency Response **IASR 27.3** • The OSC shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability.	Corporate Services	January 1, 2012	• Ongoing assessment and modification will continue as required.
Workplace Emergency Response **IASR 27.4** • Review plans as required, if employee relocates within organization, when the employee's overall accommodation needs or plans are reviewed and when the employer reviews its general emergency response policies.	Corporate Services	January 1, 2012	• The Safety and Security Specialist is notified when there is a change of employee's location and when there is a change to employee's overall accommodation needs. Individualized workplace emergency response information is reviewed and updated as needed, in discussion with the employee. • Individualized workplace emergency response information is reviewed and updated annually by the Safety and Security Specialist. • Emergency response policies and evacuation procedures are reviewed annually and updated, as needed. • The Safety and Security Specialist provides OSC Fire Wardens and building management with individualized workplace emergency response information for emergency response purposes on an annual basis or as updates are made.
Documented individual accommodation plans **IASR 28.1** • Develop and maintain a written process for the development of individual accommodation plans for employees with disabilities.	Human Resources Corporate Services	January 1, 2014	• The OSC continues to work with our Disability Management service providers to develop and maintain a process for the development of individual accommodation plans for employees with disabilities.

Last Reviewed Date: June 29, 2021

Requirement of Accessibility Standards	Lead	Deadline	Planned Actions to Meet Requirement
Documented individual accommodation plans **IASR 28.2** • Identify the steps taken to protect privacy of the employee's personal information. • Identify the frequency of the individual accommodation plan will be reviewed and updated. • Identify the process for denying the request. • Identify the resources and means to provide accommodation.	Human Resources Corporate Services	January 1, 2014	• When an individual plan is developed the OSC ensures it contains information about accessible formats, individual workplace emergency response information, and will identify any other accommodation that is to be provided

Documented individual accommodation plans **IASR 28.3**
 	
• Individual accommodation plans shall include
   a) information about accessible formats
   b) reflect individual workplace emergency response information
   c) identify any other accommodation that is provided
	Human Resources Corporate Services	January 1, 2014	• When an individual plan is developed the OSC ensures it contains information about accessible formats, individual workplace emergency response information, and will identify any other accommodation that is to be provided.

Return to work process **IASR 29.1** • Develop and maintain a return to work process for its employees who have been absent from work due to disability and require accommodation in order to return to work.	Human Resources Disability Management service providers	January 1, 2014	• The OSC reviews and assesses its existing return to work process, in order to confirm a consistent process for employees returning to work who have been absent due to disability and who will require accommodation.
Return to work process **IASR 29.2 and 29.3** • The return to work process shall include an outline of the steps the OSC will take to facilitate the return to work and document the individual accommodation plan. • The return to work process referenced in this section does not replace or override any other return to work process created by or under any other statute.	Human Resources Disability Management service providers	January 1, 2014	• The OSC continues to develop and use standard templates to support this process, and these will be made available to employees and managers as required.
Performance Management **IASR 30.1 and 30.2** OSC shall take into account the accessibility needs of its employees with disabilities in addition to their individual accommodation plans when using its performance management process.	Human Resources	January 1, 2014	• The applicable policies are available on the Intranet and any changes will be communicated to OSC employees. • The OSC trains managers on setting goals and evaluating performance where disabilities or accommodations may affect an employee's performance.

Last Reviewed Date: June 29, 2021

Requirement of Accessibility Standards	Lead	Deadline	Planned Actions to Meet Requirement
Career Development and advancement **IASR 31.1** • OSC shall take into account the accessibility needs of its employees with disabilities in addition to their individual accommodation plans when providing career development and advancement opportunities to employees with disabilities.	Human Resources	January 1, 2014	• The OSC verifies that existing and future training and development vendors are equipped to deliver services in an accessible manner. • Training is provided on an ongoing basis for managers and Human Resources staff to ensure that internal opportunities for promotion or advancement take into account the accessibility needs of employees with disabilities.
Redeployment **IASR 32.1** • OSC shall take into account the accessibility needs of its employees with disabilities in addition to their individual accommodation plans.	Human Resources	January 1, 2014	• The OSC takes into account the accessibility needs of employees with disabilities when redeploying employees.
Design of Public Spaces Standard			
Hearing Proceedings	Corporate Services Secretary's Office	January 1, 2016	• If an individual who is participating in an OSC hearing has any accessibility needs that would affect their ability to participate in the hearing, the individual should notify the Office of the Secretary by e-mailing the Registrar at registrar@osc.gov.on.ca as soon as practicable so that reasonable accommodations can be arranged.
Status: **Complete**			
Customer Service Standard			
Establishment of policies, practices and procedures **CSS 3.1** • The OSC shall establish policies, practices and procedures governing the provision of its services to persons with disabilities.		January 1, 2010	• The OSC has created and maintains an accessibility policy along with relevant practices and procedures to ensure that the organization provides its services in a manner that respects the dignity and independence of persons with disabilities.
Establishment of policies, practices and procedures **CSS 3.2**		January 1, 2010	• The OSC has created and maintains an accessibility policy along with relevant practices and procedures to ensure that the organization provides its services in a

Last Reviewed Date: June 29, 2021

Requirement of Accessibility Standards	Lead	Deadline	Planned Actions to Meet Requirement

• The OSC shall use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:
  • Provide goods and services in a manner that respects the dignity and independence or persons with disabilities
  • Be integrated to enable a person with a disability to equally obtain, use or benefit from the goods and services offered
			manner that respects the dignity and independence of persons with disabilities.

Establishment of policies, practices and procedures **CSS 3.4** • When communicating with persons with disabilities the OSC will take into account that person's disability.		January 1, 2010	• The OSC offers multiple methods of communication that take into account the needs of persons with disabilities and communicates with people in ways best suited to them.
Establishment of policies, practices and procedures **CSS 3.5** • The OSC shall prepare an accessibility policy describing its practices and procedures and upon request shall give a copy of a document to any person.		January 1, 2010	• The OSC has created and maintains an accessibility policy along with relevant practices and procedures to ensure that the organization provides its services equally while respecting the dignity and independence of persons with disabilities. The policy can be provided upon request.
Use of service animals **CSS 4.2** • The OSC shall ensure that persons accompanied by any service animals are permitted to enter the OSC public premises and to keep that animal with him or her.		January 1, 2010	• The OSC allows all persons requiring the use or assistance of a service animal to equally access the OSC's premises and services and has created a written policy to this effect.
Use of service animals and support persons **CSS 4.4 and 4.7** • The OSC shall allow any person accompanied by a support person to enter the OSC facilities and receive the services of the OSC. • The OSC shall have a written policy on this matter and shall, upon request, provide a copy to any person.		January 1, 2010	• The OSC allows all persons requiring the use or assistance of a support person or service animal to equally access the OSC's premises and services and has created a written policy to this effect.

Last Reviewed Date: June 29, 2021

Requirement of Accessibility Standards	Lead	Deadline	Planned Actions to Meet Requirement
Notice of temporary disruptions **CSS 5.1, 5.2, 5.3** • The OSC will notify the public if certain facilities or services will be temporarily disrupted including the reason for the disruption, the OSC will provide the reason for the disruption, the expected duration and alternative arrangements.		January 1, 2010	• When a temporary disruption occurs in OSC activities or facilities the OSC notifies the public of the service disruption through the OSC website.
Notice of temporary disruptions **CSS 5.4** • This will be documented and be provided upon request.		January 1, 2010	• When a temporary disruption occurs in OSC activities or facilities the OSC will notify the public of the service disruption through the OSC website.
Feedback process **CSS 7.1** • The OSC will establish a process for the receiving of feedback on the manner in which the OSC provides services to persons with disabilities, this process will be made readily available to the public.		January 1, 2010	• The OSC has created a formal process for the receipt of feedback through email, phone, written letter or in person through our contact centre.
Feedback process **CSS 7.2** • Feedback will be permitted by phone, in writing, email and in person.		January 1, 2010	• The OSC has created a formal process for the receipt of feedback through email, phone, written letter or in person through our contact centre.
Feedback process CSS **7.3 and 7.4** • The OSC feedback process specifies the actions required upon the receipt of a complaint. • The OSC shall provide a written copy of its feedback process upon request.		January 1, 2010	• The OSC has created a formal process for the receipt of feedback through email, phone, written letter or in person through our contact centre. • OSC Contact Centre staff are trained on how to report and action complaints and requests for information when they are received.
Notice of the availability of documents **CSS 8.1 and 8.2** • The OSC shall notify the public of the availability of to documents required by this legislation by posting this information on the OSC website.		January 1, 2010	• The OSC has placed a notice on its website of the availability of documents in accessible formats upon request.
Format of documents **CSS 9.1** • The OSC shall provide all documents required by this legislation in a format that takes into account the person's disability.		January 1, 2010	• The OSC has created a formal process for the requesting of accessible formats of documents and information. This process takes into account the nature of the person's disability and consults with that person

Last Reviewed Date: June 29, 2021

Requirement of Accessibility Standards	Lead	Deadline	Planned Actions to Meet Requirement
			in the selection of the formats information is provided in.
Format of documents **CSS 9.2** • The OSC will work with the person with a disability to agree on the format of the document or information.		January 1, 2010	• The OSC has created a formal process for the requesting of accessible formats of documents and information. This process takes into account the nature of the person's disability and consults with that person in the selection of the formats information is provided in.
IASR General			
Statement of Commitment **IASR 3.2** • Obligated organizations shall include a statement of organizational commitment to meet the accessibility needs of persons with disabilities in a timely manner in their policies.	AODA Steering Group (e.g. HR, GCO, CS, Communications)	January 1, 2013	• The OSC has formed a Steering Group of representatives from Branches who are accountable for processes and policies impacted by the AODA requirements. • The OSC has developed a Statement of Commitment which explains the OSC's position and commitment as it relates to accessibility and inclusiveness. • The OSC's Statement of Commitment to Accessibility will be made available to employees and the public via our website and intranet.
Establish accessibility policy **IASR 3.1** • Develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting the requirements of this legislation.	AODA Steering Group (e.g. HR, GCO, CS, Communications)	January 1, 2013	• The OSC has created an inventory of all existing OSC policies to assess any gaps that exist with regards to AODA requirements. • The OSC will update existing policies to reflect the OSC's position and processes related to accessibility and inclusiveness.
Establish accessibility policy **IASR 3.3** • Make policy publicly accessible. • Provide policy in accessible formats upon request.	AODA Steering Group (e.g. HR, GCO, CS, Communications	January 1, 2012	• These policies and/or processes will be made available in accessible formats upon request, where practical.

Last Reviewed Date: June 29, 2021

OSC Multi-Year Accessibility Plan
Integrated Accessibility Standards (Ontario Regulation 191/11)

Requirement of Accessibility Standards	Lead	Deadline	Planned Actions to Meet Requirement
Accessibility Plan **IASR 4.1(a)** • Establish, implement and maintain a multi-year accessibility plan outlining the OSC's strategy to prevent and remove barriers and meet requirements under AODA legislation.	AODA Steering Group (e.g. HR, GCO, CS, Communications)	January 1, 2013	• The OSC has formed a Steering Group of representatives from Branches who are accountable for processes and policies impacted by the AODA requirements. • With guidance from AODA Steering Group members, and consultation with stakeholders and persons with disabilities, Branches and groups will develop action plans to prevent and remove barriers and meet requirements under the AODA legislation. These will be captured in the OSC Multi-Year Accessibility plan. • The Steering Group will ensure that OSC leadership approves the OSC Multi-Year Accessibility plan.
Accessibility Plan **IASR 4.1(b)** • Post plan on OSC website and provide plan in accessible formats upon request.	AODA Steering Group (e.g. HR, GCO, CS, Communications)	January 1, 2013	• The OSC Accessibility Plan will be posted to the OSC web-site for public access.
Accessibility Plan **IASR 4.1(c)** • Review and update plan every 5 years.	AODA Steering Group (e.g. HR, GCO, CS, Communications)	Review every 5 years	• The OSC will undertake a review and update of the Multi-Year Accessibility Plan every 5 years, the first such review took place in 2018 with the next 5-year review planned for 2023.
Accessibility Plan **IASR 4.2** • Development of plan must involve consultation with persons with disabilities.	AODA Steering Group (e.g. HR, GCO, CS, Communications)	January 1, 2013	• With guidance from AODA Steering Group members, and consultation with stakeholders and persons with disabilities, Branches and groups will develop action plans to prevent and remove barriers and meet requirements under the AODA legislation. These will be captured in the OSC Multi-Year Accessibility plan.

Last Reviewed Date: June 29, 2021

OSC Multi-Year Accessibility Plan
Integrated Accessibility Standards (Ontario Regulation 191/11)

Requirement of Accessibility Standards	Lead	Deadline	Planned Actions to Meet Requirement
Accessibility Plan IASR 4.3(a) and (b) • Prepare an annual status report on the OSC progress against the plan and post on website.	AODA Steering Group (e.g. HR, GCO, CS, Communications)	December 31, 2014	• The OSC will advise employees of the OSC Multi- Year Accessibility plan through communications and training. • The OSC will post an annual status report on its website which outlines progress against the Multi-Year Accessibility Plan.
Procurement IASR 5.1 and 5.2 • Public sector organizations like the OSC must incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, unless not practical to do so. • If OSC deems it not practical to do so in any instance, it must be prepared to provide an explanation supporting that assessment.	Corporate Services - Procurement	January 1, 2013	• The OSC has incorporated AODA requirements into the existing OSC Procurement and Contract Management Policy. • Internal control documents have been updated to include compliance acknowledgment. • Tender documents have been updated to include AODA criteria.
Training IASR 7.1 • Provide training on the requirements of the accessibility standards as referred to in the regulation and related legislation (e.g. Human Rights Code).	HR Department - General CSS and IASR training	January 1, 2014	• The OSC will provide all OSC employees with general IASR on-line training that also includes a Customer Service Standard refresher. • The OSC will provide all management with relevant IASR management on-line training.
Training IASR 7.2 • The training on the requirements of the Accessibility standards and on the Human Right Code shall be appropriate to the duties of the employees, volunteers and other persons at the OSC.	HR Department - General CSS and IASR training	January 1, 2014	• The OSC will provide all OSC employees with mandatory general IASR on-line training that also includes a Customer Service Standard refresher. This training is to be completed within 2 weeks of their start date. • The OSC will provide all management with relevant IASR management on-line training. • The OSC will undertake Branch and Unit consultations to identify further training requirements for specific groups. • The OSC will develop tip sheets for management and staff as supplementary training and job aids.

Last Reviewed Date: June 29, 2021

Requirement of Accessibility Standards	Lead	Deadline	Planned Actions to Meet Requirement
Information and Communication			
Accessible formats and communication supports **IASR 12.3 and 12.4** • Post notice to public on external OSC website of the availability of accessible formats. • The OSC will provide accessible formats or accessible formats and communications supports in accordance with the schedule set out and shall do so only to the extent that the requirements are applicable to the requirements set out in the referenced section.	Communications	January 1, 2014	• The OSC will post a notice of the availability of accessible formats and communication supports on the OSC website. • The OSC's service pledge will include timelines for responding and addressing accessible format requests.
Emergency procedure, plan or public safety information **IASR 13.1 and 13.2** • Must be provided in an accessible format upon request.	Corporate Services	January 1, 2012	• In the event of an emergency, OSC staff are to ensure the safe evacuation of all visitors at internal meetings and hearings. OSC will continue to assess and modify emergency procedures as required. Emergency information will be provided in an accessible format upon request.
Accessible website and web content **IASR 14.2** • OSC internet websites, web content and web-based applications must conform to World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A. Level AA is in progress as indicated.	Communications, Corporate Services - IT	January 1, 2014	• The OSC will review existing content template groups for gaps in WCAG 2.0 level A compliance and make any required adjustments by mid-December 2013 prior to conducting a full site publication.
Accessible website and web content **IASR 14.4(1)** • By January 1, 2014, all new websites, web content and web-based applications must be WCAG 2.0 Level A.	Communications, Corporate Services - IT	January 1, 2014	• The OSC will ensure new content and new online tools after January 1, 2014 are WCAG 2.0 Level A compliant.
Employment Standards			
General Recruitment **IASR 22** • Notify employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	Human Resources	January 1, 2014	• The OSC will update internal and external careers sites to notify applicants about the availability of accommodation and the OSC's commitment to accessibility by December 20, 2013.

Last Reviewed Date: June 29, 2021

Requirement of Accessibility Standards	Lead	Deadline	Planned Actions to Meet Requirement
			• The OSC will update job posting templates to ensure they inform applicants of the availability of accommodation and the OSC's commitment to Accessibility and inclusiveness. • The OSC will update internal job posting e-mail notifications to inform current employees of the availability of accommodations and the organization's commitment to accessibility and inclusiveness.
Recruitment, assessment or selection process **IASR 23.2** • If a selected applicant requests an accommodation, the OSC shall consult with the applicant and provide/arrange for the provision of a suitable accommodation that meets the applicant's accessibility needs due to disability.	Human Resources	January 1, 2014	• The OSC will establish a standard process to receive, assess and consult with any applicant who requests an accommodation to ensure their needs are met.
Notice to successful applicants **IASR 24** • When extending an offer of employment, the OSC will notify the successful candidate of the OSC's policies for accommodating employees with disabilities.	Human Resources	January 1, 2014	• The OSC will revise offer templates to reflect the OSC's policy for accommodation of employees with disabilities.
Workplace Emergency Response **IASR 27.1** • Provide individualized workplace emergency response information to employees who have a disability.	Corporate Services	January 1, 2012	• The OSC has a well-established emergency procedure in place to address any person that self identifies as requiring assistance during an emergency. The OSC will continue to individually review and assess the emergency response needs of new and existing employees and update the emergency response plan to reflect individual's needs for accommodation.
Workplace Emergency Response **IASR 27.2** • The OSC shall provide emergency response information to the person providing assistance to the employee.	Corporate Services	January 1, 2012	• The OSC will ensure appropriate workplace emergency response information is provided to person(s) providing assistance and will ensure the information is updated whenever there is a change in the employee's location or needs.
Workplace Emergency Response **IASR 27.3** • The OSC shall provide the information required under this section as soon as practicable after the employer becomes	Corporate Services	January 1, 2012	• The OSC has a well-established emergency procedure in place to address any person that self identifies as requiring assistance during an emergency. The OSC will

Requirement of Accessibility Standards	Lead	Deadline	Planned Actions to Meet Requirement
aware of the need for accommodation due to the employee's disability.			continue to individually review and assess the emergency response needs of new and existing employees and update the emergency response plan to reflect individual's needs for accommodation.
Workplace Emergency Response IASR 27.4 • Review plans as required, if employee relocates within organization.	Corporate Services	January 1, 2012	• The OSC will ensure appropriate workplace emergency response information is provided to person(s) providing assistance and will ensure the information is updated whenever there is a change in the employee's location or needs.
Performance Management IASR 30.1 and 30.2 • OSC shall take into account the accessibility needs of its employees with disabilities in addition to their individual accommodation plans when using its performance management process.	Human Resources	January 1, 2014	• The OSC will review and assess relevant current policies and make updates as required to meet AODA requirements. • The OSC's performance management system will undergo an update to allow for greater accessibility of the modules in January 2014.
Design of Public Spaces Standard			
Hearing Proceedings	Corporate Services Secretary's Office	January 1, 2016	• The OSC has introduced a number of assistive devices to enhance the accessibility of its hearing rooms and has a stand-alone gender-neutral accessible washroom on the 17th floor in the vicinity of the hearing rooms. Individuals can also be accompanied by a service animal and/or a support person in the hearing rooms.

Last Reviewed Date: June 29, 2021