

AODA annual status update

2019

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Vision and commitment

We are committed to meeting the requirements outlined in the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA), and:

- treating all people in a way that allows them to maintain their dignity and independence
- supporting integration and equal opportunity
- meeting accessibility needs in a timely manner by identifying, preventing and removing barriers to accessibility and meeting accessibility requirements under the AODA and the Integrated Accessibility Standards Regulation (IASR)
- working together to promote a culture of respect and acceptance for accessibility in Ontario

The AODA and IASR were created to develop, implement and enforce accessibility standards to achieve accessibility for Ontarians with disabilities in the areas of:

- information and communication
- employment
- design of public spaces
- customer service
- transportation

We are committed to customer service excellence. Our programs and services are delivered in ways that reflect our values:

- be compassionate
- always be helpful
- do our work with integrity
- earn people's trust

Integrated Accessibility Standards Regulation

Based on the standards in the IASR, we have completed the following actions:

Part one – general

ACTIONS TAKEN:

- established a governance committee reporting model
- enhanced the AODA procurement and project assessment form by including the language consideration from the *French Language Services Act* (FLSA)
- developed an Accessibility Community of Practice
- provided accessibility recommendations, requirements and best practices to various internal stakeholders and WSIB vendors
- consulted with Facilities to ensure accessibility requirements are embedded in all new projects

Part two – information and communication standard

Accessible formats and communication supports

ACTIONS TAKEN:

- launched the training program that shows employees how to create accessible Word documents
- created and piloted a training program that shows employees how to make accessible PowerPoint presentations
- provided stakeholders with materials in alternate formats upon request

Part three – employment standard

The Accessibility Office team has continued to visit the district and area offices to train employees and raise awareness about the importance of accessibility. During these visits, we also gathered employee feedback about accessibility and perceived barriers.

ACTIONS TAKEN:

- worked with internal partners to update the accommodation request form used for recruitment
- updated the Persons Requiring Assistance form in partnership with the Healthy Workplace Centre and shared broadly with WSIB employees
- adapted our new internal contact centre user reference guide to ensure it's accessible for all employees

Part four – customer service standard

ACTIONS TAKEN:

- continued to train new employees on AODA
- developed an alternative format request and feedback process with internal partners
- worked with internal partners to ensure that we are creating accessible forms and products
- developed an accessibility reference document for customer service representatives
- supported operations with accommodation requests

Accessibility feedback

We know that your feedback is important to help us identify barriers that limit or prevent you from interacting with us or receiving our services in an accessible format. We are committed to improving our services for people with disabilities.

You can provide your feedback by filling out the [accessibility request and feedback form](#).

You can also provide your feedback by emailing us at accessibility@wsib.on.ca or calling us at 416-344-4350 or TTY: 1-800-387-0750.

You may also send your feedback by mail to:

WSIB
Accessibility Office, 10th Floor
200 Front Street West
Toronto, Ontario M5V 3J1