

The Ontario Police Arbitration Commission's 2014-19 Accessibility Policy: Status Report

Emergency Information

The Ontario Police Arbitration Commission is committed to providing clients and employees with publicly available emergency information in an accessible manner. We will provide employees with disabilities with individualized emergency response information when necessary.

Achieved: To date, no individualized emergency response information has been requested.

Training

The Ontario Police Arbitration Commission will provide employees, board and other staff members with information and training on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. We will access available and appropriate training resources within the Ministry of Community Safety and Correctional Services (now the Solicitor General) and/or other Government resources to ensure employees are provided with the training needed to meet Ontario accessibility laws by January 1, 2015, for those who are not already meeting the requirements.

Dates on which training took place and the individuals who participated will be recorded in individual employee files.

Achieved: In June of 2018, all current OPAC Members, Employees and Staff have completed the appropriate accessibility training. Documentation of the completed training have been recorded in individual internal HR files.

Continued Learning

Employees and Board members of the Ontario Police Arbitration Commission will receive notice of updates or changes to existing policies, practices and procedures as soon as the information becomes available, as well as take part in any training offered at that time. Employees will refresh their knowledge every five years, in line with the release of the updated multi-year plan.

Achieved: Upon receipt of revised training through the OPS' LearnOn website, OPAC's Employees, Members and Staff have complied by completing the updated training.

Information and Communications

The Ontario Police Arbitration Commission is committed to meeting the communications needs of individuals with disabilities, and will respond to all requests for all publicly available information upon request by January 1, 2016.

Achieved: OPAC has responded to all accessibility requests as of January 2016.

Website

The Ontario Police Arbitration Commission is working with Justice Technology Services to move the existing website to a new platform by Fiscal Year 2015-2016. JTS representatives are in the final stages of preliminary scoping and the planning and development of a new website is expected to begin in January, 2015.

The Ontario Police Arbitration Commission will access available IT resources within the Ministry of Community Safety and Correctional Services (now the Solicitor General) and/or other government resources to ensure that the new website and content conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level AA by January 1, 2021.

Achieved: OPAC's new accessible website was completed and publish via WordPress in 2016.

Incorporation into Procurements and Acquisition Practices

The Ontario Police Arbitration Commission shall request, when scheduling meeting and hearing rooms, if any of the participants have any accessibility needs. We shall ensure that contracts with meeting and hearing room providers deliver appropriate accessibility when requested.

The Ontario Police Arbitration Commission shall provide for the accessibility needs of employees, board members and other staff when requested.

When it is not practicable to incorporate accessibility design, criteria and features when procuring or acquiring goods, services or facilities, the Commission will document an explanation and provide this explanation upon request.

Achieved: A person who has a special need may request an accommodation with respect to our services as instructed in our first contact email. Although accommodation requests have been rare, OPAC's staff has met the standards for all requests.

Employment

The Ontario Police Arbitration Commission is committed to fair and accessible Employment practises and through Human Resources of the Ministry of Community Safety and Correctional Services (now the Solicitor General), will notify the public and staff that accommodations for people with disabilities can be made during the recruitment, assessment and hiring processes.

Achieved: A person who has a special need may request an accommodation with respect to our services as instructed in our first contact email during the recruitment and assessment process. Any new hires are asked to disclose any accommodation requests as a part of their orientation.

Feedback process and Modifications to this or other policies

Our goal is to meet the expectations of people with disabilities who use our services. Comments regarding how well those expectations are being met are welcome and appreciated. We will ensure that current feedback processes are accessible to persons with disabilities upon request by January 1, 2015. We expect to respond to comments within 5 days of their receipt.

We are committed to delivering our services in a way that respects and promotes the dignity and independence of all people with disabilities. We will continue to review our processes and remove any other accessibility barriers identified.

Achieved: As of January 1, 2015, OPAC can receive, process and respond to any accessibility comments, feedback and/or complaints in the expected 5-day response measure.

For more information on this Accessibility Plan Status Report, please contact:

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