



Ontario Police Arbitration and Adjudication Commission (OPAAC)

Accessibility Policy: Accessibility Policies and Multi-Year Accessibility Plan 2024–2029

The Ontario Police Arbitration and Adjudication Commission's Multi-Year Accessibility Plan

The 2024-29 Accessibility Plan outlines the policies and actions that the Ontario Police Arbitration and Adjudication Commission (OPAAC) has put in place and will continue to develop in order to improve opportunities for people with disabilities.

Statement of Commitment

OPAAC 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. OPAAC is dedicated to operating under the principles of integration, dignity, respect for the independence of the individual and equality of opportunity.

Emergency Information

OPAAC 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.

Employees were given a memo requesting the identification of any need for evacuation assistance. As part of orientation, all new employees will be asked to identify their emergency response needs, if required. All information will be kept confidential outside of the evacuation team. For those who identify the need for evacuation assistance, an individualized emergency response plan will be drafted.

Training

OPAAC will provide employees, members and other staff 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 the Solicitor General and/or other Government resources to ensure employees are provided with the training needed to meet Ontario accessibility laws within their first month of employment/affiliation.

Training will be provided in a way that best suits the duties of employees, members and other staff including e-learning courses, online resources, and word documents.

The training will cover:

- A review of the purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard;
- How to interact and communicate with persons with various types of disability;
- How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person;

- How to use equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods or services to a person with a disability;
- What to do if a person with a disability is having difficulty in accessing our website, awards/decisions, policy documents, hearing rooms, or requires alternate format for submitting application and making meeting arrangements.

The following training courses are mandatory for employees within one month of hiring:

- CPCT-ARCC Module 1: Exploring the Roots of Racism
- CPCT-AccessForward - Customer Service Standard (eCourse)
- CPCT-IASR Module 1: Integrated Accessibility Standards Regulation (IASR) in the OPS (eCourse)
- CPCT-IASR Module 2: Integrated Accessibility Standards Regulation (IASR) Information and Communications Standards (eCourse)
- CPCT-Respectful Workplace Policy and the WDHP Program: Digital Awareness Module
- CPCT-SafeSmart for Employees (eCourse)
- CPCT-Working Together - The OHRC and the AODA (Video)
- CPCT-Workplace Violence Prevention (eCourse)
- Cyber Security Basics - Information Classification (eCourse)
- Cyber Security Basics: Combatting Cyber Threats (eCourse)

For Members or Staff without access to the OPS Learning Centre the following training materials are for mandatory review within one month of hiring:

- [Serve-Ability: Transforming Ontario's Customer Service – Online course](#)
- OPAAC's Customer Service Standard & other relevant policies

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

Continued Learning

Employees and Members of OPAAC 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.

Information and Communications

OPAAC is committed to meeting the communications needs of individuals with disabilities and will respond to all requests for all publicly available information upon request.

Website

OPAAC has access to IT resources within the Ministry of the Solicitor General and/or other government resources to ensure that its website and content conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level AA.

Incorporation into Procurements and Acquisition Practices

OPAAC 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.

OPAAC shall provide for the accessibility needs of employees, 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, OPAAC will document an explanation and provide this explanation upon request.

Employment

OPAAC is committed to fair and accessible Employment practises and through Human Resources of the Ministry of 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.

Feedback process

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 welcomed and appreciated. The current feedback processes are accessible to persons with disabilities upon request. We expect to respond to comments within 5 business days of their receipt.

Customers who wish to provide feedback on the way OPAAC provides services to people with disabilities can provide feedback in the following way(s):

Ontario Police Arbitration and Adjudication Commission

Email: OPAAC@ontario.ca

Telephone: 416-314-3520 | **Toll Free Telephone Number:** 1-866-517-0571

TTY Number: 416-326-5511 | **Toll Free TTY Number:** 1-866-517-0572

Website: <https://www.policearbitration.gov.on.ca/>

Address: 25 Grosvenor St., 15th Floor, Toronto ON, M7A 1Y6

Ministry Leads and Contacts

The contact information below identifies the Ministry Inclusion, Accessibility and Diversity Mentoring Leads:

OPS Diversity Office – T: 416 325-2411 or TTY: 416 327-1459

Modifications to this or other policies

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.