

## **OCTC ACCESSIBILITY PLAN**

This 2014-21 accessibility plan outlines the policies and actions that the Ottawa Children's Treatment Centre will put into place to improve the opportunities for people with disabilities.

### **Statement of Commitment**

OCTC 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.

### **Workplace Emergency Response Information**

OCTC is committed to providing employees, with disabilities with individualized emergency response information when necessary.

- *As of January 12, 2012, if OCTC is aware that an employee requires assistance during an emergency, they will;*
  - *Provide them with individualized emergency response information*
  - *Obtain their consent to share the information with anyone designated to help them in an emergency*
  - *Review the emergency information when:*
    - *The employee changes work locations*
    - *The employee's overall accommodation needs are reviewed*
    - *OCTC's emergency response policies are reviewed*

### **Training**

OCTC will provide training to employees, volunteers 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 the employees, volunteers and other staff members.

By January 1, 2015, OCTC will take the following steps to ensure employees and volunteers are provided with training needed to meet Ontario's accessible laws:

- *Assess the Integrated Accessibility Standards Requirements (IASR), and Human Rights Code as it pertains to persons with disabilities; compare the requirements to the duties of OCTC's employee and volunteer positions, persons who participate in the developing organizational policies and all persons who provide goods and services or facilities on behalf of OCTC, tailoring the training to meet their needs.*
- *Provide IASR and the disability-related obligations under the Ontario Human Rights Code training on an ongoing basis i.e. when new employees are hired and when accessibility policies change*

- *Keep training records indicating the number of people who are trained and the date(s) on which the training was provided*

### **Information and Communications**

OCTC is committed to meeting the communication needs of people with disabilities and will consult with people with disabilities to determine their information and communication needs.

OCTC will take the following steps to make their website(s) accessible to people with disabilities by conforming to international standards for website accessibility.

- *By January 1, 2014, if a new public website is launched, or if the current OCTC website undergoes a significant change/refresh, the site and its content published after January 1, 2012, will conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, Level A*
- *Beginning January 1, 2021, the OCTC website and all web content on the site published after January 1, 2012 will conform with WCAG 2.0 Level AA, other than providing captions on live videos or audio descriptions for pre-recorded videos*
- *Upon request, OCTC will work with individuals to make content accessible to them in a format which meets their needs*

By January 1, 2015, OCTC will take the following step to make sure existing feedback processes are accessible to people with disabilities, upon request.

- *Implement internal and external processes to receive and respond to feedback upon request, from customers, clients, employees and members of the public who have a disability in a manner which meets their communication needs*

By January 1, 2016, OCTC will take the following steps to make sure all publicly available information that OCTC controls directly or indirectly through a contractual relationship, is made accessible in a timely manner.

- *Upon request, provide or arrange for the provision of accessible formats and communication supports for people with disabilities*
- *Consult with the person making the request in determining the suitability of an accessible format or communication support*
- *Notify the public about the availability of accessible formats and communication supports and make them available at a cost that is no more than the regular cost charged to other persons*

### **Employment**

OCTC is committed to fair and accessible employment practices.

By January 1, 2016, OCTC will take the following steps to notify the public and staff that, when requested, OCTC will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

- *Notify internal and external job applicants that where needed, accommodations for disabilities will be provided, upon request, to support their participation in all aspects of the*

*recruitment process*

- *Notify job applicants when they are selected to participate in an assessment or selection process that accommodations are available upon request, in relation to the materials or processes to be used. OCTC will consult with the applicant and provide or arrange for the provision of a suitable accommodation, in a timely manner, that takes into account the applicant's accessibility needs due to disability*
- *Notify successful applicants of OCTC policies for accommodating employees with disabilities when offering employment to enable the candidate to make a career decision*
- *Inform all employees of policies for supporting employees with disabilities*

By January 1, 2016, OCTC will take the following steps to develop and put into place a process for developing individual accommodation plans and review return to work policies for employees that have been absent due to a disability.

- *Develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities of which they have been made aware*
- *Ensure the return to work process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work incorporates documented individual accommodation plans*

By January 1, 2016, OCTC will take the following steps to ensure the accessibility needs of employees with disabilities are taken into account when using performance management, career development and redeployment processes.

- *Take into account the accessibility needs of an employee with a disability, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities*
- *Make documents related to performance management available in accessible formats, as required*
- *Take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to OCTC employees with disabilities*
- *Take into account accessibility needs of its employees with disabilities, as well as individual accommodation plans when redeploying/reassigning employees.*

### **Design of Public Spaces**

OCTC will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces.

OCTC will in the event of a service disruption, notify the public of the service disruption and the alternatives available.

### **For More Information**

For more Information on this accessibility plan, please contact the Executive Assistant at:

- Phone: 613-688-2126, extension 4316
- Email: [epaulauskas@octc.ca](mailto:epaulauskas@octc.ca)

*Note: This document indicates the requirements for Ottawa Children's Treatment Centre under the Integrated Accessibility Standards Regulation and is not intended to reflect OCTC's progress of initiatives taken to implement the Regulation.*

### **ASSOCIATED DOCUMENTS**

P.1.1.8 - Customer Service for people with Disabilities

P.1.1.9 - AODA – Workplace Emergency Planning Information