

The Professional Institute of the Public Service of Canada

AODA - Multi-Year Accessibility Plan (2021 - 2026)

Accessibility Plan for The Professional Institute of the Public Service of Canada (the Institute).

This 2021-2026 Accessibility Plan outlines the policies and actions that the Institute will put in place to improve opportunities for people with disabilities.

Statement of Commitment

The Institute 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 providing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

Standards of Accessibility under AODA

I. General Requirements

(i) Accessible Emergency Information

The Institute is committed to providing employees with disabilities with individualized emergency response information when necessary and as soon as practically possible. If an employee who receives individualized workplace emergency response information requires assistance, with the employee's consent, the workplace emergency response information will be given to the designated employee.

When applicable, the Institute will document issues of accessibility providing accommodation for individualized accessible emergency response information. The Institute will continue to review the individualized workplace emergency response plans when necessary i.e. the location of the employee changes and/or there is a change in disability or accommodation needs.

(ii) Accessibility policies and plans

The Institute shall develop, implement and maintain a multi-year plan that outlines strategies and actions to identify, prevent and remove barriers for people with disabilities.

(iii) Training

The Institute will provide training to all employees on Accessibility Standards. Training will be provided in a way that best suits the duties of employees and other staff members.

This training will be provided as a condition of employment to all new staff and on an ongoing basis for staff to ensure all staff stays current with any policy or procedural changes as it relates Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. The Institute will also keep and maintain a database of the training participant's names and dates of completion.

II. Customer Service Standards

The Institute will use reasonable efforts to ensure that its policies and procedures are consistent with the following principles:

- Goods or service are provided in a manner that respects the dignity and independence of persons with disabilities;
- The provision of services to persons with disabilities is integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or services;
- Persons with disabilities are given an opportunity equal to that given to others to obtain, use and benefit from the goods or services;
- Persons with disabilities may use assistive devices and/or support persons in the access of goods and services;
- Persons with disabilities and their service animals are accommodated in all aspects of service provision unless the animal is otherwise excluded by law; and
- The Institute employees, when communicating with a person with a disability, will do so in a manner that takes into account the person's disability.

The following measures have been implemented by the Institute:

- The accessible Customer service Policy is published on our website;
- Training is provided to all employees to address areas of:
 - how to interact and communicate with people with various types of disabilities
 - How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
 - What to do if a person with a disability is having difficulty accessing or using The Institute's goods or services
- Completion of training of employees is tracked and recorded;
- Comments relating to our programs and services with regard to customer service are welcomed and appreciated. Feedback can be provided verbally or in writing via email or mail.

III. Information and Communications Standard

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

needs. The Institute will take the following steps to ensure existing feedback processes are accessible to people with disabilities upon request.

(i) Feedback Process

- A feedback process has been established that is accessible and available on our website;
- Respond to the feedback in a manner that is appropriate to the recipient within 7-10 business days.

(ii) Accessible Formats and Communications Supports

- To the extent practical, provide accessible format and communication support for persons with disabilities upon request.
- Consult with the person making the request in determining the suitability of an accessible format or communication support.

(iii) Accessible Websites and Web Content

The Institute will take the following steps to make all websites and content conform with WCAG 2.0, Level AA by:

- Ensuring that new public websites and all online content meets the criteria of WCAG 2.0, Level A by January 1, 2014 and confirms to WCAG 2.0, Level AA, other than providing audio descriptions for pre-recorded videos by January 1, 2021 (in progress - please send information pertaining to this requirement to Informatics@pipsc.ca)
- Continuing to assess accessibility of existing website organization and content; and
- Consult with any persons requesting alternative formats.

IV. Employment Standard

The Institute is committed to inclusive and accessible employment practices that attract and retain individuals with disabilities. We will take the following steps to notify the public and staff that, when requested, the Institute will accommodate people with disabilities throughout the recruitment and onboarding process.

(i) Recruitment

The Institute is committed to ensure that our recruitment processes are fair and accessible. The Institute has taken the following steps to ensure compliance with this standard:

- Specify that accommodation is available for applicants with disabilities in recruitment with regards to interviews and assessments;

- In the event that an applicant requests accommodation, consult with the applicant and arrange for suitable accommodations that take into account the candidate's accessibility needs.
- Inform employees of policies supporting employees with disabilities and provide this information to new employees as soon as practical after hiring;
- Provide updated information on accommodations policies to employees when changes occur; and
- Consult with the employee to determine suitability of format or support.

(ii) Informing Employees of Supports

The Accommodation Policy is posted on the Intranet portal to inform employees of the process used to support employees with disabilities, including, but not limited to, on the provision of job accommodations that take into account an employee's accessibility needs due to a disability. This Policy is provided to new employees as soon as practicable.

(iii) Documented Individual Accommodation Plans

The Institute will take the following steps to develop and put in place a process for developing individual accommodation plans that includes the following:

- Consulting with the employee and/or third-party requesting accommodation to assist in the development of an individualized accommodation plan which takes into account the accessibility needs of the individual;
- Information that the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent;
- If required, individualized workplace emergency response information;
- Maintaining confidentiality of the employees' personal information when implementing the accommodation plan;
- Ensuring frequent review and updating of the accommodation plan as required;
- Presenting the accommodation plan to the employee in a manner that takes into account the employee's accessibility needs;
- If an Individual Accommodation Plan is denied, the manner in which the reasons for the denial will be provided to the employee

(iv) Return to Work

The Institute is committed to developing and putting in place a process for developing individual accommodation plans and return to work policies for employees that have been absent due to a disability. When applicable, the Institute will:

- Develop and maintain a return to work process for our employees who have been absent from work due to a disability and require disability related accommodations in order to return to work;
- Use the documented individual accommodation plan as part of this process.

(v) Performance Management, Redeployment, Career Development and Advancement

The Institute will take into account the accessibility needs of its employees with disabilities and individual accommodation plans when providing career development and advancement to its employees with disabilities by:

- Reviewing, assessing and modifying as necessary existing policies, procedures, practices and templates to ensure compliance with AODA and the Human Rights Code as it relates to performance management, career development, advancement opportunities and redeployment processes.

V. Design of Public Spaces

The Institute will establish plans to meet the Accessibility Standards for the design of Public Spaces when building or making major modifications to public spaces. The Institute will take appropriate measures to prevent service disruptions to its accessible parts of public spaces. In the event of a service disruption, we will notify the public of the service disruptions and alternatives available for navigation.

For more information:

For more information on this accessibility plan, please contact the Human Resources department at:

- Phone: 613-228-6310
- Email: human_resources@pipsc.ca