

# GEN014: AODA Accessibility Policy

**Review and Implementation Lead:**

Corporate Services

**Issue Date:**

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**Approving Authority:**

Executive Director

**Last Reviewed:**

October 2025

## 1.0 Purpose

The purpose of this policy is to outline the OPC's commitment to identifying, removing and preventing barriers to accessibility for persons with disabilities. It aims to ensure that the OPC meets the requirements of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and its associated standards by integrating accessibility into its policies, practices and services. This policy provides a framework to guide the OPC in creating an inclusive, equitable and accessible environment.

## 2.0 Scope

- 2.1 This policy applies to all staff, Board of Directors, General Assembly representatives and independent contractors of the OPC.
- 2.2 The OPC supports the full integration and inclusion of persons with disabilities as outlined in the AODA and supports the Ontario government's overall goal to make the province barrier-free by 2025.
- 2.3 The OPC is committed to providing high quality service to its staff, Members and the public.
- 2.4 OPC staff and independent contractors are expected to treat every person with courtesy and respect.
- 2.5 OPC staff deliver and receive service in a manner that recognizes the nature of an individual's disability and respects their independence, dignity and right to equal opportunity.

## 3.0 Policy Statement

The AODA includes a number of regulatory requirements. The OPC has developed compliance measures for each requirement.

- 3.1 Establish and document Accessibility policies, practices and procedures and, upon request, provide a copy of the documentation to members of the public.

The OPC posts its accessibility measures on its website; provides copies of the accessibility policies, practices and procedures at the Reception area; offers [accessible](#) formats of materials upon request; produces documents in large print or other accessible formats, upon request; includes notice regarding the Regulation and compliance measures in *The Register*; reviews its accessibility policies, practices and procedures on an annual basis; and adjusts when necessary.

- 3.2 When communicating with a person with a disability, do so in a manner that takes into account the person's disability.

The OPC receives and responds to inquiries from staff, Members and the public in person, by telephone and through email; provides related information on its website; and invites participants at conferences, consultations, meetings, interviews, etc. to identify any accommodation needs in advance so their service requirements can be met where possible.

- 3.3 Enable the use of assistive devices by persons with disabilities to obtain, use or benefit from the provider's goods or services.

The OPC permits and encourage persons with disabilities to use assistive devices while interacting with the organization. Public spaces are designed with Accessibility in mind, including wheelchair access to the building, a wheelchair accessible washroom on the 23<sup>rd</sup> floor as well as its own accessible washroom on the 27<sup>th</sup> floor; elevator access with audible messaging and meeting rooms with wide aisles to accommodate persons using a wheelchair.

- 3.4 Permit the use of service animals and support persons when providing customer service to a person with a disability.

The OPC welcomes individuals using guide dogs or other service animals in all public locations of the office and at all OPC-sponsored public events; permits individuals requiring the assistance of a support person to do so; accommodates all reasonable requests to provide support persons to assist during interactions with the OPC; waives fees and admission charges connected to the OPC's service delivery to a person with a disability for support persons; and provides training to OPC employees on how to engage appropriately with persons with a disability who are accompanied by service animals or support persons.

- 3.5 Post notices of any temporary disruption in service that would specifically affect a person with a disability (e.g., elevator out of order) in a conspicuous area or by any other method that is reasonable in the circumstances; include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available.

The OPC provides information about its policies, practices and procedures regarding notices about any temporary disruptions in services on its website, at the Reception area and through outgoing email.

- 3.6 Develop a process for individuals to provide feedback about the organization's goods or services; have the organization indicate how it will respond to any feedback; make information regarding this feedback process readily available to the public.

The OPC welcomes and encourages feedback regarding how well those expectations are being met; records any feedback regarding its accessibility policies, practices and procedures by email, phone or in person; assigns follow-up action to the appropriate staff to respond to the individual concerned; provides response within five business days; makes best efforts to respond to the person in an accessible format, e.g., telephone, email or letter; maintains a record of any concerns regarding the OPC's Accessibility policies, processes or practices; and annually reviews policy to ensure that the OPC is continuing to meet the spirit and compliance requirements of the customer service standards regulation.

- 3.7 Require training for all staff or contractors who interact with Members or the public who have a disability, and for all staff who are involved in the development and approval of customer service standards policies, practices and procedures.

The OPC provides on-going training to staff and independent contractors regarding customer service standards, offers training in the purpose of the AODA and customer service standards, interacts and communicates with persons with various types of disabilities, interacts 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, uses equipment or devices available on the OPC's premises or otherwise provided by the OPC that may help with the provision of goods or services to a person with a disability and assists a person with a disability with accessing the OPC's goods or services.

The OPC staff and independent contractors will be updated on an ongoing basis about any future changes to these policies, practices and procedures, and any future compliance activities for this and the other regulations introduced under the AODA.

## 4.0 Compliance

- 4.1 All OPC staff and independent contractors are expected to follow the elements of this policy.
- 4.2 Failure to comply with this policy may result in disciplinary action.

## 5.0 Supporting Resources

### 5.1 Related Policies

None applicable

### 5.2 Related Procedures

- GEN014-1 Customer Service Accessibility Standards: Policies, Practices and Procedures

### 5.3 Other Documents

- [Accessibility in Ontario](#)
- [Accessible websites](#)
- [Ontario Laws and Standards](#)

### 5.4 Legal and Regulatory Documents

*Accessibility for Ontarians with Disabilities Act, 2005* (AODA)