

Appendix:
Ontario Creates
Integrated Accessibility Standards Regulation Policy
(Last modified: December 13, 2022)

Purpose

This policy is drafted in accordance with the Integrated Accessibility Standards (Ontario Regulation 191/11) and addresses how the Ontario Media Development Corporation (operating as Ontario Creates) meets the requirements of the Regulation.

The requirements of the Regulation include:

- the establishment, implementation, maintenance and documentaton of a multi-year accessibility plan, which outlines Ontario Creates' strategy to prevent and remove barriers and meet its requirements under this Regulation;
- the incorporation of accessibility criteria and features when procuring or acquiring good, service or facilities;
- training; and
- specific requirements under the Information and Communication Standards, Employment Standards, Built Environment Standards, and Customer Service Standards.

This policy is supported by procedures and operational policies which outline the detailed processes and accommodations related to this policy.

For more information or for alternate formats please contact Ontario Creates' Director of Business Affairs and Research at 416-314-6858 or reception@ontariocreates.ca.

Definitions

- a) **“Accessible formats”** may include, but are not limited to: large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities;
- b) **“Accommodation”** means the special arrangements made or assistance provided so that customers with disabilities can participate in the experiences available to customers without disabilities. Accommodation will vary depending on the customer's unique needs.

- c) **“Communication supports”** may include, but are not limited to: captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.
- d) **“Communications”** means the interaction between two or more persons or entities, or any combination of them, where information is provided, sent or received;
- e) **“Conversion ready”** means an electronic or digital format that facilitates conversion into an accessible format;
- f) **“Disability”** is:
 - i) Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
 - ii) A condition of mental impairment or a developmental disability;
 - iii) A learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
 - iv) A mental disorder;
 - v) An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.
- g) **“Guide dog”** means a guide dog as defined in section 1 of the *Blind Persons’ Rights Act*, (“chien-guide”)
- h) **“Information”** includes data, facts and knowledge that exists in any format, including text, audio, digital or images, and that conveys meaning.
- i) **“Service animal”** means an animal described in subsection (4); (“animal d’assistance”)
- j) **“Support person”** means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods, services or facilities. (“personne de soutien”). O. Reg. 165/16, s. 16.

- k) “**Volunteer**” may include a person who voluntarily undertakes a task on behalf of Ontario Creates.

Statement of Organizational Commitment

Ontario Creates is committed to the principles outlined in the *Accessibility for Ontarians with Disabilities Act, 2005* and to meeting the needs of people with disabilities, in a timely manner, through the implementation of the requirements of the Act.

Accessibility Goals

As we fulfill our mandate to promote, enhance and leverage investment, jobs and original content creation across Ontario’s cultural media cluster, we are committed to the following accessibility goals:

- Our programs and services must be provided in a manner that respects the dignity and independence of persons with disabilities;
- Persons with disabilities must be given the same opportunities provided to other members of the public to access our programs and services;
- Ontario Creates will create and provide our own information and communications in ways that are accessible for people with disabilities;
- We will strive to be a leader in supporting Ontario’s cultural media cluster to integrate accessibility into their creations;
- As an employer, Ontario Creates will integrate accessibility into all our regular workplace processes and will provide for accessibility across all stages of the employment life cycle.

Mandatory Requirements

General

(1) *Accessibility Plan*

- i) The Ontario Creates Multi-Year Accessibility Plan (“the plan”) outlines the strategy to prevent and remove barriers for five years between 2018 and 2022, and to meet its requirements under the regulation;
- ii) The plan is posted on the website, www.ontariocreates.ca and will be provided in alternate formats upon request;
- iii) The Plan will be reviewed and updated annually (as required) and a new Plan created at least every five years or whenever the current Plan expires;

- iv) The plan has been created in consultation with Ontario Creates staff and with public input;
- v) An annual status report on the progress of measures taken to implement the strategy will be posted on the website and in alternate formats upon request.

(2) *Procuring or acquiring goods, services or facilities*

- i) Accessibility criteria and features are incorporated when procuring or acquiring goods, services or facilities, except where it is not practicable to do so;
- ii) Where it is not practicable to incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, Ontario Creates will provide, upon request, an explanation.

(3) *Training*

- i) Ontario Creates ensures that training is provided on the requirements of accessibility standards referred to within the Integrated Accessibility Standards (Ontario Regulation 191/11) and on the *Human Rights Code* as it pertains to persons with disabilities for all employees. The training provided is appropriate to the duties of employees.
- ii) Where there are changes to the Integrated Standards Accessibility Policy, training will be provided with regard to those changes
- iii) Ontario Creates will maintain a record of the dates of when training is provided and the number of individuals to whom it was provided.
- iv) Ontario Creates also ensures that all volunteers and all persons who provide goods, services or facilities, or who interact with the public on behalf of Ontario Creates, understand accessibility requirements and their obligations.

Information and Communication Standards

(4) *Feedback*

- i) Ontario Creates' Customer Feedback process is accessible to persons with disabilities and provides or arranges for the provision of accessible formats and communication supports upon request.
- ii) The public is notified regarding the availability of accessible formats and communication supports.

(5) Accessible Formats and Communication Supports

- i) Ontario Creates will, upon request, provide or arrange for the provision of accessible formats and communication supports for persons with disabilities,
 - a) In a timely manner that takes into account the person's accessibility needs due to disability, and;
 - b) At a cost that is no more than the regular cost charged to other persons.
- ii) Ontario Creates will consult with the person making the request in determining the suitability of an alternative format or communication support.
- iii) Ontario Creates notifies the public about the availability of accessible formats and communication supports.

(6) Accessible websites and web content

- a) As of January 1, 2014, all new public Ontario Creates websites and web content on those sites conformed with WCAG 2.0 Level A.
- b) As of January 1, 2021 all public Ontario Creates websites and all web content on those sites conform with WCAG 2.0 Level AA, other than: success criteria 1.2.4 Captions (Live) and success criteria 1.2.5 Audio Descriptions (Pre-recorded).

Employment Standards

(7) Recruitment

- i) Ontario Creates notifies its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes;
- ii) During a recruitment process, applicants who are individually selected to participate in an assessment or selection process, are notified that accommodations are available upon request in relation to the materials or processes used;
- iii) If a selected applicant requests an accommodation, Ontario Creates consults with the applicant, having regard for the applicant's accessibility needs, on the provision of a suitable accommodation;
- iv) When making an offer of employment, Ontario Creates will notify the successful applicant of its policies for accommodating employees with disabilities.

(8) *Informing employees of supports*

- i) Ontario Creates informs its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on job accommodation that take into account the employee's accessibility needs due to a disability;
- ii) New employees will be informed as soon as practicable after they begin their employment; and
- iii) Where there are changes to existing policies on the provision of job accommodation, all employees will be provided with updated information.

(9) *Accessible formats and communication supports for employees*

- i) Where an employee requests it, Ontario Creates will consult with the employee to provide or arrange for the provision of accessible formats and communication supports for:
 - a) information that is needed in order for the employee to perform the employee's job; and
 - b) information that is generally available to employees in the workplace.
- ii) Ontario Creates will consult with the employee making the request in determining the suitability of an accessible format or communication support.

(10) *Workplace emergency response information*

- i) Ontario Creates provides individual workplace emergency response information to employees who have a disability:
 - a) where the disability is such that individual information is necessary, and
 - b) where Ontario Creates is aware of the need for accommodation due to the employee's disability.
- ii) If an employee with individualized workplace emergency response information requires assistance and provides consent, Ontario Creates will provide the individualized information to the person designated by Ontario Creates to provide assistance to the employee.
- iii) Individualized information is provided as soon as practicable after Ontario Creates becomes aware of the need for accommodation due to an employee's disability.
- iv) Ontario Creates will review the individualized workplace emergency response information:

- a) When the employee moves to a different location
- b) When the employee's overall accommodation needs or plan are reviewed
- c) When Ontario Creates reviews its general emergency response policies.

(11) Documented individual accommodation plans

- i) Ontario Creates has a written process for the development of Individual Accommodation Plans for employees with disabilities.

(12) Return to work

- ii) Ontario Creates adheres to the documented policy of the Ontario Public Service in its return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.

(13) Performance Management

- i) Where Ontario Creates uses performance management in respect of its employees, the accessibility needs of employees with disabilities, and individual accommodation plans are taken into account.

(14) Career Development and Advancement

- i) Where Ontario Creates uses career development and advancement in respect of its employees, the accessibility needs of employees with disabilities, and individual accommodation plans are taken into account.

(15) Redeployment

- i) Where Ontario Creates uses redeployment in respect of its employees, the accessibility needs of employees with disabilities, and individual accommodation plans are taken into account in redeployment.

Design of Public Spaces Standards

(16) *Service Counters*

- i) When constructing new service counters, which includes replacing existing service counters, there will be at least one service counter that accommodates a mobility aid in terms of countertop height, knee clearance and clear floor space in front of the counter.

(17) *Maintenance*

- l) Ontario Creates has procedures for preventative and emergency maintenance of the accessible elements in public spaces and procedures for dealing with temporary disruptions when accessible elements are not in working order.

Customer Service Standards

(18) *Communication*

- i) We will communicate with persons with disabilities in ways that take into account their disability.
- ii) We will communicate with members of the public in person, in writing, by electronic mail, telephone, and through relay services.
- iii) We will train staff who communicate with the public on how to interact and communicate with persons with various types of disabilities.

(19) *Assistive devices*

- i) We are committed to serving persons with disabilities who use assistive devices to access our programs, services and our premises.

(20) *Use of service animals*

- i) Persons with disabilities may bring their service animal on the parts of our premises that are open to the public or other third parties. Ontario Creates will ensure that all staff, volunteers and third parties dealing with the public are trained in how to interact with persons with disabilities who are accompanied by a service animal.

(21) Use of support persons

- i) Any person with a disability who is accompanied by a support person will be allowed to enter our premises open to the public or other third parties with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.
- ii) Support persons for people with disabilities will be welcomed at Ontario Creates events at no additional charge.

(22) Notice of temporary disruptions

- i) We will provide the public with notice in the event of a planned or unexpected disruption in the facilities or services used by persons with disabilities. This notice will include information about the reason for the disruption, how long the disruption is expected to last, and a description of alternative facilities or services, if available.
- ii) The notice will be placed at all public entrances and service counters on our premises. Depending on the nature of the disruption, notice will also be provided on outgoing telephone and on the Ontario Creates website.

(23) Training for staff

- i) We will provide training on customer service to all employees who provide services, and who are involved in the development and approvals of customer service policies, practices and procedures. New staff and staff who commence new duties that involve interaction with the public or other third parties will undertake training as part of their orientation.
- ii) Ontario Creates will provide staff with training that includes:
 - i. A review of the purposes of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Integrated Accessibility Standard;
 - ii. How to interact and communicate with persons with various types of disabilities;
 - iii. How to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or a support person;

- iv. How to use the equipment or devices available on the provider's premises, or otherwise, that may assist with the provision of goods or services to persons with disabilities;

v. What to do if a person with a disability is having difficulty in accessing Ontario Creates goods and services; and Ontario Creates policies, practices and procedures relating to the provision of goods or services to persons with disabilities. Staff will be trained, as appropriate, on policies, practices and procedures that affect the way goods and services are provided to persons with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

(24) Feedback process

- i) Ontario Creates welcomes feedback about the manner in which we provide goods, services or facilities to persons with disabilities; and feedback on the appropriateness of the process.
- ii) Feedback should be directed to Ontario Creates' Director of Business Affairs and Research, using any of the contact details below, and will be addressed in accordance with our normal feedback administration procedures and timelines. Where possible, feedback will be addressed immediately. However, some feedback may require more time to address, and must be reviewed for action, possibly at a higher level. Privacy will be respected and all feedback will be reviewed for possible action that can be taken to improve access to our programs and services.
- iii) We will endeavour to respond to complaints in a format that is accessible to the complainant.

(25) Format of documents

- i) See Section (5), above.

Questions about this policy

Please direct questions and feedback about this policy, or requests for copies of this policy to:

Director, Business Affairs and Research
Ontario Creates
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South Tower, Suite 501
Toronto, ON M4W 3R8

Phone (416) 314-6858 Fax (416) 314-6876
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This policy is available in alternate formats upon request.

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