



Institute for Work & Health Accessibility Plan 2021-2025

Message from the President

The Institute for Work & Health (IWH) recognizes that persons living with disabilities represent a heterogeneous group who may experience diverse barriers to inclusion. IWH is committed to ensuring equitable participation for persons living with disabilities. IWH believes in the benefits of inclusivity and is committed to addressing barriers to inclusivity in a timely manner. IWH will do so by identifying, removing and preventing barriers to accessibility and by meeting the accessibility requirements under Ontario's accessibility laws.

IWH will demonstrate its commitment to accessibility by ensuring that supports and services provided to persons with disabilities:

1. Are free from discrimination.
2. Are provided in a manner that respects their dignity and independence.
3. Are integrated as fully as possible into existing support and service delivery procedures so that persons with disabilities can benefit from the same support as other people, delivered in a similar way.
4. Take individual needs of persons with disabilities into account to ensure that there are no barriers to access, skills development, or participation, and that persons with disabilities are treated equitably.

Introduction

IWH is dedicated to fulfilling the requirements under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

This plan is reviewed and updated at least once every five years.

Section 1. Past Achievements to Remove and Prevent Barriers

General

- Revised the accessibility policy regularly to align with latest AODA requirements.
- Developed multi-year accessibility plan.

Customer service

- Offered study participation in different formats
- Offered documents in accessible formats to our website visitors and other stakeholders.
- Allowed use of assistive technology and service animals on IWH premises.



- Began the process of digitizing all corporate documentation to remove the need for paper files and storage.

Information and communications

- Redesigned IWH public website to be fully accessible and compliant with Level AA of the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0.
- Conducted internal audit of the new website and web content in order to determine if AODA requirements are met and developed remediation plan for content that did not conform to the requirements.
- Created processes and guidance documents to ensure information posted on our public sites is accessible.
- Committed to ensuring all new IWH public sites are compliant with Level AA of the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0.
- Committed to providing information in an accessible format upon request.

Employment

- When offers of employment are made, we notify the successful applicants of the policy for accommodating employees with disabilities
- We are always ready to meet or exceed individual accommodation requests and continuously fulfil staff accommodation requests related to lights, scent, and noise. We also offer flexible work arrangements.

Design of Office Space

- During the office move in 2020, we ensured all new office spaces, hallways and common areas were designed as per accessibility and building code standards.

Procurement

- We provide employees with office equipment (chairs, monitors, keyboards) that are accessible and ergonomically safe.
- We make sure that venues for external events hosted by IWH have accessible entrances.

Section 2. Strategies and Actions

General

- Continue to review the Accessibility policy at least every three years to ensure it is up to date and all AODA requirements are integrated.
- Post IWH accessibility policy on IWH website
- Post multi-year accessibility plan on IWH website.
- Make IWH accessibility policy and plan available in an accessible format upon request.



- Review this multi-year accessibility plan in 2025 and update based on changing accessibility requirements and feedback from internal and external stakeholders.

Customer Service

While IWH does not provide direct customer service, we regularly interact with vendors, contractors, study participants, event attendees and other members of public some of whom may have a disability. IWH is committed to providing accessible experiences to people with disabilities.

- Update emergency procedures to ensure visitors with varying abilities are assisted in building emergencies.
- Train all employees on interacting with people with disabilities.
- Continue ensuring all online forms are accessible.
- Develop guidance for staff on how to ensure our meetings and events are accessible.
- Continue enabling visitor to use assistive technology and welcoming the assistance of service animals and support persons.

Information and Communications

IWH is committed to making our information and communications accessible to people with disabilities.

- Develop guidelines and best practices for creating accessible documents.
- Develop best practices to make email communication more accessible.
- Deliver hands on training on making electronic documents accessible.
- Review and redesign all corporate templates to ensure digital accessibility.
- Ensure all new IWH public and internal sites are fully accessible and compliant with Level AA of the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0.
- Continue to remediate any web content that does not conform to the WCAG requirements.
- Continue to communicate to staff any change in accessibility policy.
- Develop mechanism for gathering accessibility feedback from staff and customers.

Employment

IWH is committed to fair and accessible employment practices.

- Update job posting template to include notice that accommodations are available upon request.
- Continue to accommodate employees upon request.
- Reinforce accommodations for new employees in job offers.
- Create a template for developing individual accommodation plans.
- Integrate accessibility training in orientation/onboarding process.



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Procurement

IWH is committed to fair and accessible procurement practices.

- Review and potentially adopt the **Ontario Government Accessibility Rules for Procurement** posted on the Ontario Government website to better incorporate accessibility considerations and requirements into the procurement cycle (<https://www.ontario.ca/page/accessibility-rules-procurement>).
- Educate employees to consider and, where required, incorporate accessibility criteria when procuring goods, services or facilities.

Training

IWH is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

- All employees will take the required AODA training.
- We will establish a system for recording and tracking AODA training completion by employees.
- AODA training will be added to the onboarding/orientation process.
- We will develop resources and hands on training on accessibility for employees.
- We will use multiple channels to promote awareness and encourage learning about accessibility.

Design of Office Spaces

- We will meet accessibility laws when building or making major changes to office spaces.
- We will investigate opportunities to make our office spaces more accessible.

Contact information

For more information on this accessibility plan, please contact

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Our accessibility plan is publicly posted at www.iwh.on.ca

Standard and accessible formats of this document are free on request from

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