



## Multi-Year Accessibility Plan January 1, 2014

### **Accessibility Plan for The Technical Standards and Safety Authority**

This 2014-2021 Accessibility Plan outlines the policies and actions that the Technical Standards and Safety Authority (TSSA) are putting in place to improve opportunities for people with disabilities.

#### **Statement of Commitment**

TSSA 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.

#### **Accessible Emergency Information**

TSSA will provide customers and employees with workplace emergency response details in an accessible format upon request. We will also provide any disabled employee with individualized emergency response information whenever necessary.

#### **Training**

The TSSA does and will provide training to employees on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities.

The TSSA has taken, and will continue to act upon the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws by January 1, 2015. This training includes the following information:

- Review of the Accessibility for Ontarians With Disabilities Act (AODA);
- How to interact and communicate with persons with various types of disabilities;
- How to interact and communicating with persons with disabilities who use assistive devices and technologies, and/or are accompanied by a support person and/or service animal; and



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- What to do if a TSSA customer has difficulty accessing services due to a disability.

## Information and Communications

The TSSA 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 TSSA has ensured that the corporate website including the content on the site conforms to WCAG 2.0, Level A. Furthermore, TSSA will ensure that the website and content conforms to WCAG 2.0, Level AA by January 1, 2021.

## Accessible Public Spaces

TSSA mandate of public safety resonates throughout the public physical spaces located in and around our head office. Both formal and informal procedures are in place which are designed to notify individuals of disruptions to public spaces when attending the TSSA head office. These procedures include:

Formal: Advanced email/telephone notification of planned disruption to specialized physical features of the building (including but not limited to access ramps, designated wheelchair seating or accessible washrooms) will be provided to individuals scheduled to visit the office. Alternative measures will be outlined in this communication as well as an opportunity for individuals to ask for special concessions. Procedures for this will be outlined and communicated to the Facilities team.

Informal: In the event of emergency or unplanned maintenance to accessible parts of our public spaces, both physical signage and digital communications (website, intranet, email communication) will be leveraged to notify as many impacted individuals as possible. Notice will be provided as soon as is possible following the discovery of the disruption. Notices will include information about the reason for the disruption, the anticipated duration and a description of alternative facilities or services, if any, that are available. Procedures for this will be outlined and communicated to the Facilities team.



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### Feedback

TSSA welcomes the opportunity to receive and respond to customer feedback. To assist us in being accessible, your feedback is appreciated and can be directed to TSSA by:

- Telephone: 1-877-682-8772
- E-mail: [customerservices@tssa.org](mailto:customerservices@tssa.org)
- In person or in writing: 3300 Bloor Street West, 14th floor Centre Tower, Toronto, Ontario, M8X-2X4

*Attention: Director, Facilities and Certification*

### Employment

The TSSA is committed to fair and accessible employment practices.

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We have taken the following steps to notify the public and staff that TSSA does accommodate people with disabilities during the recruitment and assessment processes and upon hire when requested:

- Strive to ensure all applicants are able to view the positions posted on our external website which meets the necessary WCAG standards.
- Upon contacting applicants for an interview, we will make them aware of the availability of accommodations



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- Ensure that someone involved in the recruitment process is responsible for consulting with a job applicant who has requested accommodation
- All current and new employees will be made aware of the policies in place that provide support for employees with disabilities (e.g. Respect in the Workplace Policy, Leave of Absence Policy, etc.)

### Return To Work/ Accommodation Plans

The TSSA commits to taking the following steps to develop and institute a process for developing individual accommodation and/or return-to-work plans for employees with a disability:

- Create and document an accommodation and/or return to work plan in conjunction with the employee, the employee's manager, Human Resources and the appropriate medical professionals
- Establish a timeframe for monitoring the plan and then review the plan on a regular basis with all involved to ensure the accommodation remains appropriate

### Performance Management/Career Development

The TSSA commits to ensuring the accessibility needs of employees with disability needs are taken into account in all available processes including but not limited to performance management and career development. This will include reviewing the performance appraisal document with a disabled employee to ensure the disability has been taken into consideration in a fair and just manner.

### For more information or to request accessible formats of this document (at no charge)

Please contact us at:

- Telephone: 1-877-682-8772
- E-mail: [customerservices@tssa.org](mailto:customerservices@tssa.org)
- In person or in writing: 3300 Bloor Street West, 14th floor Centre Tower, Toronto, Ontario, M8X-2X4



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