

Ontario Clean Water Agency 2022 AODA Annual Status Report

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« Exceeded	P On Target	▼ Behind Target	û Miss	▲ Cancelled, Deferred or Repurposed
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Commitment	Progress Update	Current Status
Procurement		
<ul style="list-style-type: none"> • Accessibility will be considered for any purchases for services, materials or equipment that are required in the provision of our services to our clients • Accessibility requirements are written into the templates that are used in the development of contracts and requests for bids (RFBs) for the purchasing of services and equipment for OCWA and its clients • RFB templates are compliant with accessibility requirements • Review procurement requirements with respect to D&I (i.e. accessibility) and Educate Suppliers on OCWA’s D&I 	<ul style="list-style-type: none"> • RFB documents updated in accordance to the AODA requirements 	P
Training		
<ul style="list-style-type: none"> • Ensure employees complete mandatory training in accordance with the AODA and adhere to the principles of the OPS Accessibility Customer Service Policy • Review the Employee Experience Survey with a Mental Health lens to strengthen our understanding of available data related to employee experience in the workplace • Provide Mental Health Training for Leaders and Managers to build leadership competency and foster psychological health and safety and support employees with mental illness 	<ul style="list-style-type: none"> • Employees are required to take the mandatory accessibility training on LearnON which is on OCWA’s mandatory training schedule and tracked in the Training Database • OCWA’s annual Health and Safety Week (May 4-8, 2022) focused on Mental Health and Wellness issues during Wellness Wednesday. A webinar was introduced that focused on “Work Life Balance”. In addition to this, OCWA supported; Bell Lets Talk, Mental Health Awareness Week. Numerous OPS training sessions were made available to all staff. 	<p>P</p> <p>P</p> <p>P</p>

<ul style="list-style-type: none"> Identify Diversity Champions with a focus on Mental Health at the local level, and helping employees understand their respective roles and responsibilities related to mental health 	<ul style="list-style-type: none"> OCWA continues with the Wellness Wednesday, a monthly communication on the first Wednesday of every month to share mental health/wellness information and resources to all staff A wellness specific email was created for staff to share their stories, feedback and suggestions OCWA is working with MECP to provide more Wellness Webinars for OCWA staff to increase awareness of mental health issues and have access to more support tools Going forward into 2023 and beyond, MHW is one of the strategic goals in OCWAs overall strategic plan. Detailed work plans are currently being developed over a five-year time-line to plot specific actions. A MHW leading KPI is being developed 	<p>P</p>
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Information and Communications

<ul style="list-style-type: none"> All new websites and content on OCWA's sites conform with WCAG 2.0, Level AA by January 1, 2021 and will continue ensuring accessibility through to the 2023 Level AAA. OCWA's website meets the following criteria for IASR: <ul style="list-style-type: none"> Ensure all text on websites have the ability to be enlarged Provide text alternatives for any non-text content Provide alternatives for time based media (text transcript for live audio or captions for pre-recorded video) Any information that is requested by our clients or public will be provided in an alternate format or with communication support in a way that will help meet the needs of the individual who has made the request 	<ul style="list-style-type: none"> OCWA website audited by external website designer to ensure compliance with WCAG 2.0 Level AA. Text on website can be enlarged using the tool provided. Working on providing alt-text for any non-text context, and captioning for any video As needed, upon request 	<p>«</p> <p>P</p> <p>P</p>
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<ul style="list-style-type: none"> • OCWA will work with the individual to determine the appropriate format in which the information will be provided • Once requested, accessible information will be provided as soon as possible, although it may depend on the quantity of information, the complexity and the format requested • We will notify our clients and public that we will make our information accessible on request E.g. note on our website • We plan to ensure that a D&I lens for accessibility is part of planning any and all communications, both internally and externally <p>Website and Publications:</p> <ul style="list-style-type: none"> • We are in the process of procuring for a new website and will ensure that our website is up to date with WCAG 2.0 Level AA recommendations. OCWA'S Communications Group will lead this initiative • We will also ensure that accessibility is a lens in any planning and redevelopment of communications products and service delivery platforms (website, Intranet, client and employee communications) • We will explore ways to ensure accessible versions (e.g. transcripts, captions) of time-based media, such as videos, are made available • We will continue to ensure that key reports such as OCWA's Annual Report and our Business Plan and similar publications are published in an accessible format • As responsibility for web content creation is distributed across the agency, we will ensure that all staff understands the principles of creating accessible documents, particularly as it relates to PDF documents posted to the website • We will avail ourselves of OPS resources such as I&IT Accessibility Centre of Excellence workshops and promote 	<ul style="list-style-type: none"> • Website is WCAG 2.0 Level AA compliant • Working on ensuring accessibility is considered before communicating Communications team has participated in workshop through CCDI • Annual Report is tagged for accessibility and Business Plan was updated to include accessible fonts and charts • Distributed PPT on how to build accessible documents (word/ppt) to 	<p>«</p> <p>P</p> <p>P</p> <p>«</p>
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<p>these within OCWA to build awareness of best practices for creating accessible documents</p> <ul style="list-style-type: none"> • We will develop an internal document to guide employees on accessible communications and documents • When necessary, we will utilize external companies to ensure our documents meet accessibility guidelines (tagged PDF's, screen reader technology etc.) 	<p>those producing/presenting documents within the Agency</p> <ul style="list-style-type: none"> • Built a tip-sheet on producing accessible PowerPoint presentations to accompany new AODA-approved PowerPoint template • Utilized external company from VOR for tagging Annual Report document 	<p>«</p> <p>P</p>
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Human Resources

<ul style="list-style-type: none"> • Ensure applicants are notified that accommodation is available and will be provided as required and indicated on all job postings • If required, accommodation is provided to candidates during the interview process including the completion of tests, presentations and accessibility to the meeting facility • OCWA will continue to provide accommodation support, on a temporary or permanent basis, if an employee has an injury, illness or disability that is affecting their ability to do their job and to fulfill job requirements • Employment Accommodation is provided on an individualized basis to ensure that barriers are removed from the workplace which would otherwise keep the employee from participating equally in all aspects of work • Employees are advised that if they have accommodation needs they should speak to their Manager as soon as possible • An individualized plan will be developed to meet the employee's accommodation needs and the employer's operational requirements • OCWA, as an agency of the OPS, will follow the OPS Employment Accommodation and Return to Work 	<ul style="list-style-type: none"> • All OCWA job ads indicate that we will accommodate applicants needs under the Ontario Human Rights Code • All candidates invited to an interview are asked prior to the interview date if accommodation is required • As required, OCWA follows the OPS Employment Accommodation and Return to Work Operating Policy that governs the Employment Accommodation process • Provided on a case by case basis to ensure the employee is accommodated based on their individual need • Employees can contact their HR Consultant to discuss steps to their accommodation needs and directed to speak with their manager as soon as possible • As required an individual accommodation plan is developed for employees with HR and their manager. The plan is reviewed monthly and includes the employees input • As required, OCWA follows the OPS Employment Accommodation and Return to Work Operating Policy that 	<p>«</p> <p>«</p> <p>P</p> <p>P</p> <p>P</p> <p>P</p>
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<p>Operating Policy that governs the Employment Accommodation process and related responsibilities</p> <ul style="list-style-type: none"> • All new managers are advised of the requirement to take accessibility needs into account for the above-mentioned processes during the new manager training program • Encourage managers and staff to participate in ongoing inclusion, diversity and accessibility training • Model the values of inclusion by ensuring that meetings are held in venues that are accessible to people with disabilities • We will provide Performance Management feedback and coach employees in a way that is accessible to them to meet their individual needs because of a disability • When providing career development opportunities, we will take accommodation into consideration when employees with disabilities are learning new skills or taking on new responsibilities • Review all new policies and programs to ensure any barriers are removed from the workplace. • Ensure diversity and accessibility discussions take place at management meetings to ensure that any barriers identified are removed 	<p>governs the Employment Accommodation process</p> <ul style="list-style-type: none"> • All new Managers are required to take the mandatory accessibility training on LearnON which is on OCWA's mandatory training schedule and tracked in the Training Database • 100% of employees are provided with access to training on D&I, Indigenous Culture Awareness and Anti-Racism through a variety of opportunities • As per OCWA's multi-year D&I Strategy, OCWA is committed to creating a culture where everyone feels safe, valued, and encouraged to reach their full potential. Managers encourage employees to share their accommodation needs when meetings are held, in-person or virtually • As required, OCWA managers will communicate feedback and provide coaching to accommodate employees accessibility needs • As required, OCWA managers will provide inclusive career development and coaching to accommodate employees accessibility needs • OCWA developed a D&I lens which can be used as a tool to review programs and policies that will help remove barriers from the workplace <p>OCWA's Board, Executive and Senior Management Team have added D&I as a standing item to meeting agendas</p>	<p>P</p> <p>P</p> <p>P</p> <p>P</p> <p>P</p> <p>P</p> <p>«</p>
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Design of Public Spaces Standards

<ul style="list-style-type: none"> • OCWA will put the following procedures in place to prevent service disruptions to accessible parts of its public spaces: • OCWA will take steps to prevent a service disruption in its public spaces and would implement our Emergency Management Program and Continuity of Operations Plan in the event of any emergency that would cause a service disruption. • In the event of a service disruption, we will notify the public of the service disruption and alternatives available 	<ul style="list-style-type: none"> • As needed, upon request 	<p>P</p>
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