

# Ontario Clean Water Agency 2023 AODA Annual Status Report

## Chart Legend

« Exceeded	P On Target	▼ Behind Target	û Miss	▲ Canceled, Deferred or Repurposed
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Commitment	Progress Update	Current Status
<b><i>Procurement</i></b>		
Accessibility will be considered for any purchases of services, materials, or equipment that are required in the provision of our services to our clients		<b>P</b>
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		<b>P</b>
RFB templates are compliant with accessibility requirements		<b>P</b>
Review procurement requirements concerning EDI (i.e. accessibility) and Educate Suppliers on OCWA's EDI		<b>P</b>
<b><i>Training</i></b>		
<ul style="list-style-type: none"> <li>Ensure employees complete mandatory training following the AODA and adhere to the principles of the OPS Accessibility Customer Service Policy</li> </ul>	<ul style="list-style-type: none"> <li>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</li> <li>In 2023 and beyond, MHW is one of the strategic goals in OCWA's overall strategic plan. A detailed MHW roadmap and work plans are in development over a five-year timeline to plot specific actions.</li> </ul>	<b>P</b>

<p>Review the Employee Experience Survey with a Mental Health lens to strengthen our understanding of available data related to employee experience in the workplace</p>		<p><b>P</b></p>
<p>Provide Mental Health Training for Leaders and Managers to build leadership competency, and foster psychological health and safety and support employees with mental illness</p>	<ul style="list-style-type: none"> <li>• OCWA’s annual Health and Safety Week (May 1-5, 2023) focused on Mental Health and Wellness issues during Wellness Wednesday. A webinar was introduced that focused on “The Connection between Safety and Wellness”. In addition to this, OCWA supported; Bell Lets Talk, Mental Health Awareness Week. Numerous OPS training sessions were available to all staff.</li> <li>• OCWA continues with Wellness Wednesday, a monthly communication on the first Wednesday of every month to share mental health/wellness information and resources with all staff</li> <li>• A wellness-specific email was created for staff to share their stories, feedback, and suggestions</li> <li>• 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</li> </ul>	<p><b>P</b></p>
<p>Identify Diversity Champions with a focus on Mental Health at the local level, and help employees understand their respective roles and responsibilities related to mental health</p>		<p><b>P</b></p>
<p><b>Information and Communications</b></p>		
<ul style="list-style-type: none"> <li>• 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.</li> </ul>	<p>OCWA’s new website launched in March 2024 and conforms to all AODA standards.</p>	<p>«</p>
<ul style="list-style-type: none"> <li>• OCWA’s website meets the following criteria for IASR:</li> </ul>		<p><b>P</b></p>

<ul style="list-style-type: none"> <li>○ Ensure all text on websites can be enlarged</li> <li>○ Provide text alternatives for any non-text content</li> <li>○ Provide alternatives for time-based media (text transcript for live audio or captions for pre-recorded video)</li> </ul>		
<p>Any information that is requested by our clients or the 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</p>		<b>P</b>
<p>OCWA will work with the individual to determine the appropriate format in which the information will be provided</p>		<b>P</b>
<p>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</p>		<b>P</b>
<p>We will notify our clients and the public that we will make our information accessible on request E.g. note on our website</p>		<b>P</b>
<p>We plan to ensure that an EDI lens for accessibility is part of planning all communications, both internally and externally</p>	<p>We have made efforts to communicate EDI initiatives both internally and externally, officially acknowledging days of significance through our internal newsletters, President’s email messages, and social media.</p>	<b>P</b>
<b>Website and Publications:</b>		
<p>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)</p>	<p>The Annual Report and Business Plan are tagged for accessibility. We have built a section on our intranet page to advise staff on building accessible documents and resources for external tagging support.</p>	<b>«</b>
<p>We will explore ways to ensure accessible versions (e.g. transcripts, captions) of time-based media, such as videos, are made available</p>		<b>P</b>

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		<b>P</b>
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		<b>P</b>
We will avail ourselves of OPS resources such as I&IT Accessibility Centre of Excellence workshops and promote these within OCWA to build awareness of best practices for creating accessible documents		«
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.)		<b>P</b>
<b>Human Resources</b>		
Ensure applicants are notified that accommodation is available and will be provided as required and indicated on all job postings	All OCWA job ads indicate that we offer accommodation to applicants across the recruitment process consistent with the requirements of the Ontario Human Rights Code	<b>P</b>
If required, accommodation is provided to candidates during the interview process including the completion of tests, presentations and accessibility to the meeting facility	All candidates invited to an interview are asked before the interview date if accommodation is required	<b>P</b>
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	OCWA follows the OPS' Disability Accommodation Policy that governs the Employment Accommodation process	<b>P</b>
Employment Accommodation is provided on an individualized basis to ensure that barriers are removed from the workplace that would	Provided on a case-by-case basis to ensure the employee is	<b>P</b>

otherwise keep the employee from participating equally in all aspects of work	accommodated based on their individual needs	
Employees are advised that if they have accommodation needs they should speak to their Manager as soon as possible	Employees can contact their HR Consultant to discuss their accommodation needs and are directed to speak with their manager as soon as possible	<b>P</b>
An individualized plan will be developed to meet the employee's accommodation needs and the employer's operational requirements	HR develops individual accommodation plan for employees in consultation with their manager. The plan is reviewed on an as-needed basis and includes the employee's input	<b>P</b>
OCWA, as an agency of the OPS, will follow the OPS Employment Accommodation and Return to Work Operating Policy that governs the Employment Accommodation process and related responsibilities	OCWA follows the OPS Disability Accommodation Policy that governs the Employment Accommodation process	<b>P</b>
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	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	<b>P</b>
Encourage managers and staff to participate in ongoing inclusion, diversity, and accessibility training	100% of employees are provided with access to training on D&I, Indigenous Culture Awareness, and Anti-Racism through a variety of opportunities	<b>P</b>
Model the values of inclusion by ensuring that meetings are held in venues that are accessible to people with disabilities	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 support and encourage employees to share their accommodation needs when accommodation meetings are held, in-person or virtually	<b>P</b>

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	OCWA managers will communicate feedback and provide coaching in a way that is accessible and meets the employees' accessibility needs	<b>P</b>
When providing career development opportunities, we will consider accommodation when employees with disabilities are learning new skills or taking on new responsibilities	OCWA managers will provide inclusive career development and coaching to accommodate employees' accessibility needs	<b>P</b>
Review all new policies and programs to ensure OCWA removes barriers from the workplace.	OCWA developed a D&I lens that can be used as a tool to review programs and policies that will help remove barriers from the workplace	<b>P</b>
Ensure diversity and accessibility discussions take place at management meetings to ensure that any barriers identified are removed	Progress against the EDI program and related performance indicators are shared with senior leaders and OCWA's Board of Directors	<b>P</b>
<b><i>Design of Public Spaces Standards</i></b>		
<ul style="list-style-type: none"> <li>OCWA will put the following procedures in place to prevent service disruptions to accessible parts of its public spaces:</li> <li>OCWA will take steps to prevent service disruption in its public spaces and will implement our Emergency Management Program and Continuity of Operations Plan in the event of any emergency that would cause a service disruption.</li> <li>In the event of a service disruption, we will notify the public of the service disruption and alternatives available</li> </ul>	<ul style="list-style-type: none"> <li>As needed, upon request</li> </ul>	<b>P</b>

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