

# Ontario Police Arbitration Commission



## **Accessibility Policy:** Customer Service Standard

Providing Goods and Services to People with  
Disabilities

Last Revised: May 2019

# The Ontario Police Arbitration Commission's Accessibility Policy: Customer Service Standard

This policy is adopted pursuant to the Accessibility for Ontarians with Disabilities Act, 2005. The Ontario Police Arbitration Commission is committed to meeting the customer service standards set out in the Act and its regulations to encourage good practices which exceed the minimum customer service requirements.

## Requesting Accessible Services

A person who has a special need may request an accommodation with respect to our services as instructed in our first contact email. The request should be made as soon as possible at the beginning of the process of requesting conciliation or mediation-arbitration services. We will assess the request on a case-by-case basis and make our best efforts to respond to it effectively and in accordance with the principles established under the Accessibility for Ontarians with Disabilities Act, 2005, and the Ontario Human Rights Code.

When it is not practicable to incorporate accessibility design, criteria and features when procuring or acquiring goods, services or facilities, the Ontario Police Arbitration Commission will document an explanation and provide this explanation upon request.

## Assistive Devices

We will ensure that staff is familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services, and how to properly accommodate those needs. We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public. A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

## Communication

The Ontario Police Arbitration Commission is committed to meeting the communications needs of people. Staff will communicate in a manner enabling people with disabilities to communicate effectively for purposes of requesting, using, and receiving our facilities and services.

OPAC is committed to providing a fully accessible telephone service. If telephone communication is not suitable to someone seeking our services, we will offer to communicate by alternate means of communication such as email. We are committed

to providing accessible arbitration awards, collective agreements, application forms or documents about our mandate. Upon request these documents may be provided in alternate formats including hard copy, large print, email, electronic versions, etc.

The Ontario Police Arbitration Commission has worked with Justice Technology Services on creating a new website that conforms to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, Level AA. The OPAC Contact Us page clearly notifies the public about the availability of accessible formats and communications which are available upon request.

## **Training**

Every person who deals with members of the public or other third parties on behalf of the Ontario Police Arbitration Commission, whether the person does so as an employee, agent, volunteer or otherwise, will receive information and training about the provision of our goods or services to persons with disabilities. The Ontario Police Arbitration Commission will provide employees, board and other affiliated members with information on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, board and other staff members.

The training will cover:

- A review of the purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard;
- How to interact and communicate with persons with various types of disability;
- How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person;
- How to use equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods or services to a person with a disability;
- What to do if a person with a disability is having difficulty in accessing our website, awards, policy documents, hearing rooms, or requires alternate format for submitting application and making meeting arrangements.

The following training courses are mandatory for employees within one month of hiring:

- "May I help you?" (CFLL e-learning mandatory for all staff)
- "May I help you? - Supplementary" (CFLL e-learning mandatory for all staff)

This document is available in an alternate format upon request.

- IASR in the OPS (CFLL e-learning mandatory for all staff)
- Working Together (CFLL video mandatory for all staff)
- IASR Information and Communications Standards (CFLL e-learning mandatory for all staff)
- IASR Employment Standards (CFLL e-learning mandatory for managers and HR professionals)
- Accessible Built Environment in the OPS (CFLL e-learning mandatory for staff based on job duties)

For Board members without access to the OPS Learning Centre the following training materials are for mandatory review within one month of hiring:

- Serve-Ability: Transforming Ontario's Customer Service – Online course
- OPAC Customer Service Standard, Employment Standard, Multi Year Plan & Policies

Every person who participates in developing the Ontario Police Arbitration Commission's policies, practices and procedures governing the provision of goods or services to members of the public or other third parties must also receive the above noted training.

Any new employee in the Conciliation Services Assistant or Executive Officer position must complete the mandatory training courses within the first month of hiring. Any new Board member or third party agent will also receive training materials to be completed and reviewed within the first month of appointment.

Training will be provided on an ongoing basis in connection with changes to the policies, practices and procedures governing the provision of goods or services to persons with disabilities. Dates on which training took place and the individuals who participated will be recorded in individual employee files. Training resources within the Ministry of Community Safety and Correctional Services and/or other government resources are utilized to ensure employees are provided with the training needed to meet Ontario accessibility laws on an ongoing basis.

## Feedback process

Our goal is to meet the expectations of people with disabilities who use our services. Comments regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way we provide services to people with disabilities may be made in person, by telephone, in writing or by e-mail. If one of these methods is not suitable, a customer may request another method by contacting the Ontario Police Arbitration Commission's Executive Officer. We expect to respond to comments within 5 days of their receipt.

Customers who wish to provide feedback on the way the Ontario Police Arbitration Commission provides goods and services to people with disabilities can provide feedback in the following way(s):

### Ontario Police Arbitration Commission

Email: [OPAC.applications@ontario.ca](mailto:OPAC.applications@ontario.ca)

Telephone: 416-314-3520 | Toll Free Telephone Number: 1-866-517-0571

TTY Number: 416-326-5511 | Toll Free TTY Number: 1-866-517-0572

Website: [www.policearbitration.on.ca](http://www.policearbitration.on.ca)

Address: 25 Grosvenor St., 15<sup>th</sup> Floor, Toronto ON, M7A 1Y6

## Notice of availability

Documents related to accessible customer service are available upon request as indicated on our website and main bulletin board in the office.

## Modifications to this or other policies

We are committed to delivering our services in a way that respects and promotes the dignity and independence of all people with disabilities. Therefore, any changes to how we deliver our services will be made with regard to the potential impact on accessibility for people with disabilities. We will continue to review our processes and remove any other accessibility barriers identified.

## For more information on this Customer Service Standard, please contact:

### Ontario Police Arbitration Commission

25 Grosvenor Street, 15<sup>th</sup> Floor

Toronto ON M7A 1Y6

Tel: (416) 314-3520 | Fax: (416) 314-3522 | TTY (416) 325-5511

Email: [OPAC.applications@ontario.ca](mailto:OPAC.applications@ontario.ca)

Other options available as requested (e.g. sign language, Braille, etc.)