



Ottawa Safety Council Accessibility Plan

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Message from the OSC

Ottawa Safety Council is committed to providing a barrier-free environment for all stakeholders including our clients/customers, employees, job applicants, suppliers, and any visitors who may enter our premises, access our information, or use our services. As an organization, we respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act* (2005), and its associated standards and regulations.

Ottawa Safety Council understands that we have a responsibility for ensuring a safe, dignified, and welcoming environment for everyone. We are committed to ensuring our organization's compliance by incorporating accessibility legislation into our policies, procedures, equipment requirements, training, and best practices. We will review these policies and practices annually, as organizational changes occur, or in anticipation of compliance deadlines. In addition, we will strive to meet the needs of individuals with disabilities in a timely and effective manner.

Providing an accessible and barrier-free environment is a shared effort, and as an organization, Ottawa Safety Council is committed to working with the necessary parties to make accessibility for all a reality.

Introduction

At the Ottawa Safety Council, our goal is to be the leading authority in providing safety and injury-prevention education programs to residents of Ottawa. We are led by a dedicated group of volunteers who form the Board of Directors. We rely on our outstanding volunteers and staff to provide the best safety programming and education in Ottawa.

Ottawa Safety Council strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

Our organization/business is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act. This accessibility plan outlines the steps [organization name] is taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how Ottawa Safety Council will play its role in making Ontario an accessible province for all Ontarians.

Section One: Past Achievements to Remove and Prevent Barriers

Ottawa Safety Council has made large strides to improve our accessibility to persons with disabilities. Some of the main barriers we faced when the AODA legislation was introduced was



limits of our website being accessible to those with visual impairments/limitations, as well as limitations to accessible work/customer space given that we were located on a second walk-up with no elevator.

This document includes a summary of the accessibility initiatives the Ottawa Safety Council has completed.

Customer Service

With the change to our physical work space location to a more accessible building with main level access as well as an elevator, we allowed for a more accessible customer service policy. We have updated our I.T. capabilities in order to be more accessible with mobile registration options and online credit card processing. Online registration would allow for customers to access our services from the comfort of their own home.

- We have a statement confirming that your organization has remained in compliance with the Customer Service Standard;
- We encourage feedback in order to improve possible barriers with our accessibility for persons with disabilities.

Information and Communications

The Ottawa Safety Council has taken strides to improve the way our information is communicated to the public in order to improve our accessibility. We have created a new website with careful consideration for the design and layout to ensure that the information can be easily read.

We encourage individuals to provide feedback to the HR Coordinator regarding improvements that may be needed to our website, forms and other communications. The coordinator can be contacted by phone 613-238-1513 ext. 231 or by email hr@ottawasafetycouncil.ca.

Employment

With the change in our workplace location, we are now more accessible for prospective employees. We allow for online and in-person applications to any employment opportunities. We will strive to make individual accessibility plans as needed.

Self-Service Kiosks

We do not have self-serve kiosks or a service counter that is accessible. However, we offer online registration which can be accessed through one of our portable workstations which can be mobile to workstation desks or a meeting room table.



Section Two: Strategies and Actions

Identify the projects and programs your organization plans between now and 2021 to meet the requirements of the Accessibility for Ontarians with Disabilities Act and to remove and prevent barriers to people with disabilities.

Customer Service

The Ottawa Safety Council is committed to providing accessible customer service to people with disabilities. This means that we will provide goods and services to people with disabilities with the same high quality and timeliness as others.

Information and Communications

The Ottawa Safety Council] is committed to making our information and communications accessible to people with disabilities. We will continue to evaluate access to information accessibility.

Employment

The Ottawa Safety Council is committed to fair and accessible employment practices.

Training

The Ottawa Safety Council 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. We will provide training to employees, volunteers and others who deal with the public or third parties on our behalf. As new trainings are introduced, we will ensure appropriate trainings are completed internally.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, the Ottawa Safety Council will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

The notice will be placed at the physical location where the program/event is being offered, on our website, and on our various social media sites.

For More Information

For more information on this accessibility plan, please contact the Human Resources Coordinator at 613-238-1513 ext. 231 or hr@ottawasafetycouncil.ca or by visiting our physical location 301 Moodie Drive, Suite 103. www.ottawasafetycouncil.ca

Standard and accessible formats of this document are free on request from the HR Coordinator.