

Please answer the 2016 Accessibility Report questions listed below.

Questions should only be answered if they are applicable to your organization. Please read the shaded sections to see if each set of questions applies to your organization.

For more details please see the “Instructions” document that was included in your email from the Accessibility Directorate of Ontario.

Note: The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) requires that organizations file reports on accessibility standards that apply to them. It is an offence under the Act to provide false or misleading information in an accessibility report filed under the AODA.

All organizations must answer the following questions:

Accessibility Report Questions	
1. Does your organization post a notice at a conspicuous place on your premises, on your website, or by another reasonable method, of any temporary disruption in facilities or services that people with disabilities usually use to access your organization’s goods or services, including the reason, duration and any alternatives available?	Yes: <input checked="" type="checkbox"/> No: <input type="checkbox"/>
Is your organization still in compliance with the requirements of the Accessibility Standards for Customer Service (O.Reg 429/07), as indicated in the 2010 Accessibility Compliance Report?	Yes: <input checked="" type="checkbox"/> No: <input type="checkbox"/>
2. Does your organization have an established and implemented accessibility plan that is posted online, and can it provide the plan in an accessible format upon request?	Yes: <input checked="" type="checkbox"/> No: <input type="checkbox"/>
3. Does your organization incorporate accessibility features into its design, procurement or acquisition of self-service kiosks?	Yes: <input type="checkbox"/> No: <input type="checkbox"/>
4. Does your organization prepare individualized workplace emergency response information for employees with disabilities?	Yes: <input checked="" type="checkbox"/> No: <input type="checkbox"/>
5. Does your organization notify its employees and the public about the availability of accommodations during the recruitment process?	Yes: <input checked="" type="checkbox"/> No: <input type="checkbox"/>
6. Does your organization provide employees with updated information about its policies to support its employees with disabilities?	Yes: <input checked="" type="checkbox"/> No: <input type="checkbox"/>
7. When requested, does your organization provide employees with disabilities information in an accessible format or with communication supports?	Yes: <input checked="" type="checkbox"/>

	No: <input type="checkbox"/>
8. Does your organization develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities?	Yes: X No: <input type="checkbox"/>
9. Does your organization have a documented return to work process for employees who were absent due to a disability or require disability-related accommodations in order to return to work?	Yes: X No: <input type="checkbox"/>
10. Does your organization take into account the accessibility needs of employees and individual accommodation plans when using performance management processes, providing career development and advancement and redeploying employees with disabilities?	Yes: X No: <input type="checkbox"/>
11. If requested, is your organization prepared to provide emergency procedures, plans or public safety information in an accessible format or with communication supports?	Yes: X No: <input type="checkbox"/>
12. Is your organization still in compliance with the requirements of the Design of Public Spaces Standard, as established in Part IV.1 of the Integrated Accessibility Standards Regulation (O.Reg 191/11)?	Yes: X No: <input type="checkbox"/>
13. Do all of your organization's internet websites conform to World Wide Web Content Accessibility Guidelines (WCAG) 2.0 Level AA (except where not required)?	Yes: <input type="checkbox"/> No: X

General Comments

If you have any comments related to your organization's accessibility report, please provide them below.

Item #3 The Office of the Ontario Ombudsman does not use self service kiosks, so this question does not apply to our office.

Item#13 The Office of the Ontario Ombudsman engaged an auditor to evaluate our website. The auditor identified elements of the site which did not reach the threshold of WCAG 2.0 Level AA. The Office is implementing the required repairs. While these repairs are underway, the Office will provide information in an accessible format when requested.

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) requires that organizations file reports on accessibility standards that apply to them. Section 15 of the Act requires that accessibility reports include a statement certifying that all the required information has been provided and is accurate, signed by a person with authority to bind the organization.

Note: It is an offence under the Act to provide false or misleading information in an accessibility report filed under the AODA.

Accessibility Report Certification Statement

All fields are mandatory.

The following 3 statements must be checked for report submission:

- I certify that I have the authority to bind this organization,
- I certify that all the required information has been included in this report, and,
- I certify that the information in this report is accurate.

Certification Date (yyyy/mm/dd): 2016/12/30

Signature: *Wendy Ray*

Certifier Information

Organization:

Office of the Ontario Ombudsman

First Name:

Wendy

Last Name:

Ray

Position Title:

General Counsel

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