

# Environment and Land Tribunals Ontario (ELTO)

## 2013 Accessibility Progress Report

To date, Environment and Land Tribunals Ontario (ELTO) can report the following progress in ensuring its accessibility policies and plans meet the *Accessibility for Ontarians with Disabilities Act (AODA)* and *Integrated Accessibility Standards Regulation (IASR)*:

- All staff and Order In Council board members have completed training on “The Integrated Accessibility Standards Regulation in the Ontario Public Service,” and “Working Together,” a video about the interaction between the IASR and the Ontario Human Rights Code.
- In addition, staff responsible for preparing internal and external documents such as forms, information sheets, letters and emails have been provided tip sheets on creating accessible documents and PDFs, and have completed training on how to create accessible documents using the “Mission Possible” series of videos:
  - “A Word about Word: Making Microsoft Word Documents Accessible”
  - “PDF: Making PDFs Accessible and Checking for Accessibility”.
- Throughout 2013, a review has been conducted of ELTO’s outward facing documents such as forms, letters, emails, to assess whether they have been created using accessible formats. A project is underway to transform forms, letters and documents into accessible formats.
- ELTO’s built environment is accessible to wheelchairs and other mobility devices
- Some ELTO hearings rooms are equipped with assistive hearing devices
- Hearing room information communication screens are accessible to persons with low-vision
- Staff have learning commitments for accessibility and diversity embedded in their performance plans
- Emergency evacuation plans are in place for staff with disabilities who have identified they require evacuation assistance
- Managers actively offer accommodation to job candidates when invited to interviews and testing
- Hearing notices and the website provide contact information for the Accessibility Coordinator. Coordinator is responsible for putting in place accessibility plans for those accessing ELTO’s services. For 2013, 13 accessibility plans have been put in place.
- ELTO has an accessible feedback process in place. ELTO has established a Complaints Coordinator to handle complaints from the public. The complaints policy is available on its website and is available in accessible formats.
- When procuring services, ELTO has embedded accessibility requirements in its procurement documents.

- A directory of sign language interpreters in Ontario has been created to assist the Accessibility Coordinator in making timely arrangements for sign language interpretation.
- Municipalities across Ontario were contacted to update primary and secondary accessibility contact information, and provide details on accessibility features that are available in municipal buildings. This information is used by case management staff and the Accessibility Coordinator when putting accommodation plans in place for applicants attending hearings in municipally-controlled spaces throughout the province.
- Staff, managers and some OIC appointed board members have received mental health awareness training on recognizing and accommodating mental health issues in the workplace and in the adjudicative setting.
- In developing its accessibility policies and determining areas of improvement, ELTO has consulted with members of the accessibility community and its stakeholders. Stakeholder discussions contemplated attitudinal and systemic barriers for people with disabilities, as well as the barriers to justice an individual with a disability may face in accessing ELTO's services.

Please refer to ELTO's Multi-Year Accessibility Plan posted on our website for more detailed information on ELTO's next steps in identifying, preventing and removing barriers for persons with disabilities.