



OBSI Accessibility Policy

1. Purpose

Under the *Accessibility for Ontarians with Disabilities Act, 2005* (“AODA”), all public and private sector organizations must meet the requirements of accessibility standards established by the Integrated Accessibility Regulation (the “Regulation”). This policy reflects the accessibility standards established by the Regulation in the areas of Employment, Information and Communications, Transportation and Public Spaces for the Ombudsman for Banking Services and Investments (“OBSI”).

This policy has been drafted in accordance with the Regulation and addresses how OBSI strives to achieve accessibility through meeting the Regulation’s requirements.

2. Policy Statement and Organizational Commitment

OBSI is committed and guided by the four core principles of Dignity, Independence, Integration and Equal Opportunity and supports the full inclusion of persons as set out in the Ontario *Human Rights Code* and the AODA.

OBSI will use every effort to ensure that we comply with our obligations under the Regulation in a timely manner.

3. General Provisions

Training

OBSI will ensure that training is provided to all employees, volunteers, and those that develop OBSI’s policies, on the AODA and the requirements of the Regulation, the *Human Rights Code* as it pertains to persons with disabilities and the following matters to promote accessible customer service:

- OBSI’s accessible customer service plan (described further below)
- how to interact and communicate with people with various types of disabilities
- how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- what to do if a person with a disability is having difficulty in accessing OBSI’s services

For those staff who monitor our TTY device, we will provide them with training on how to use that device.

Training will be provided as soon as practicable. If any changes are made to this policy or the requirements, training will be provided. We shall maintain a record of the dates when training was provided and the number of individuals to whom it was provided. We ensure that others that provide goods, services or facilities on behalf of the organization have had training.

4. Information and Communications Standard

OBSI will endeavor to create, provide and receive information and communications in ways that are accessible to people with disabilities.

Upon request, OBSI will provide, in an accessible format or with an accessible communication support:

- all organizational information and communications made available to the public, including this policy
- any publicly available emergency procedures, plans or public safety information to the public
- access to any processes for receiving and responding to feedback

OBSI will consult with the person making the request to determine the suitability of any accessible format or communication support provided. This information or support will be provided as soon as is practicable.

If OBSI determines that it is not technically feasible to convert the information or communications or that the technology to convert the information or communications is not readily available, we will, upon request, provide the person that requires the information with an explanation as to why the information or communications are unconvertible and a summary of the unconvertible information or communications.

OBSI has a process in place for receiving and responding to feedback (described further below) and will ensure that those processes are provided in accessible formats and with communication supports upon request. We will notify the public about the availability of accessible formats and communication supports.

5. Employment Standard

The Employment Standard applies to employees and does not apply to volunteers and other non-paid individuals. The requirements of the Employment Standard shall be met by OBSI.

Recruitment

OBSI will notify employees and applicants about the availability of accommodations for applicants with disabilities during the recruitment process and when job applicants are individually selected to participate in an assessment or selection process.

If a selected applicant requests an accommodation, OBSI shall consult with the applicant and provide or arrange for the provision of a suitable accommodation that takes into account the applicant's disability, except where to do so would cause undue hardship.

When making offers of employment, OBSI will notify successful applicants of OBSI's policies for accommodating employees with disabilities.

Employee Notification

OBSI will inform its employees of its policies used to support its employees with disabilities, including but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to a disability:

- as required to new employees as soon as practicable after they begin their employment
- whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to a disability

Accessible Formats and Communication Supports

In addition, and where an employee with a disability requests it, OBSI will consult with the employee to provide or arrange for the provision of accessible formats and communication supports for:

- information that is needed to perform the employee's job
- information that is generally available to employees in the workplace

OBSI will consult with the employee making the request in determining the suitability of an accessible format or communication support.

Performance Management, Career Development and Advancement and Redeployment

OBSI will take into account the accommodation needs of employees when:

- using performance management processes
- providing career development and advancement information
- using redeployment procedures

Workplace Emergency Response Information

OBSI shall provide individualized Workplace Emergency Response Information to employees who have a disability:

- if the disability is such that the individualized information is necessary, and the employer is aware of the need for accommodation due to the employee's disability
- if the employee who receives individual Workplace Emergency Response Information requires assistance and with the employee's consent, OBSI shall provide the workplace

emergency information to the person designated by OBSI to provide assistance to the employee

- as soon as practicable after becoming aware of the need for accommodation due to the employee's disability

OBSI will review the individualized Workplace Emergency Response Information when the employee moves to a different location within the Ontario organization, when overall accommodation needs or plans are reviewed and when the employer reviews its general emergency response policies.

6. Public Spaces

OBSI shall incorporate accessibility into OBSI's public spaces that are newly constructed or redeveloped on and after January 1, 2017. We will ensure that we follow the requirements stated under the Design of Public Spaces Standards (Accessibility Standards for the Built Environment).

7. Accessible Customer Service

OBSI remains committed to excellence in servicing all individuals, including individuals with disabilities.

Assistive devices

Assistive devices that may be used by individuals with disabilities are welcome in those areas of our operations that are open to the public. We will ensure that our staff are trained and familiar with various assistive devices that may be used by individuals with disabilities while accessing OBSI's services.

Communication

We will communicate with people with disabilities in ways that take into account their disability. We will consider how someone's disability may affect the way they express, receive or process communications and, where possible, we will ask the individual how to best communicate with the them.

Service animals

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.

Support persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

Since our services are free, support persons will not be charged a fee.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for people with disabilities, OBSI will make this information available immediately. 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 on our website, our phone lines and at our head office.

Feedback process

Customers who wish to provide feedback on the way OBSI provides services to people with disabilities can call, write, email or use [our online form](#). All feedback will be directed to the Client Services Manger. Customers will hear back within one business day.

We can also be reached at:

OBSI
20 Queen Street West,
Suite 2400, P.O. Box 8,
Toronto ON M5H 3R3

Toll-free phone: 1-888-451-4519

Fax: 1-888-422-2865

TTY: 1-855-TTY-OBSI

Email: ombudsman@obsi.ca

Online: www.obsi.ca