



Accessibility Status 2023

The Office of the Ontario Ombudsman has historically undertaken to ensure a fully accessible environment for all persons with disabilities. The Office has continued to build upon and improve its practices to ensure it meets the accessibility needs of persons with disabilities in a timely manner and consistent with the specific requirements of the *Accessibility for Ontarians with Disabilities Act* (the “AODA”) and its regulations.

Since March 2020, the Ombudsman’s Office has remained closed to the public due to COVID-19 safety measures. The Office has maintained its website with up-to-date information about how to access services accessibly in a variety of ways, and we work directly with members of the public to ensure we can serve them in a way that best suits their accessibility requirements.

We continue our practices of training new staff about accessibility, providing the public with materials in an accessible manner, accommodating accessibility needs during the recruitment process, and including accessibility terms in all contracts for services. We also seek out opportunities for our staff to learn about incorporating accessibility into their services to the public, including about the tools and practices we can implement to ensure we can help Ontarians in ways that best accommodate their needs.

In 2022, the Ombudsman’s Office updated our Accessibility Plan as required by the AODA. As part of this process, we consulted with people who have self-identified as requiring various accommodations in the workplace, and the feedback we received was considered and incorporated into our work and in the revised Accessibility Plan. We continue to work directly with individual staff who have identified accommodation requests.

The accessibility committee, established in 2019 to explore sharing information and knowledge internally, met regularly to discuss implementation of new internal tools and best practices. We continue our work to ensure our website and online recruitment portal meet accessibility requirements.