



2024 Accessibility Report

This report summarizes the WSIAT's actions to ensure our accessibility policies and plan continue to meet the requirements in the *Accessibility for Ontarians with Disabilities Act, 2005*, (“the AODA”), and the *Integrated Accessibility Standards Regulation (the “IASR”, O. Reg. 191/11)*.

This report is posted on our website and is available in accessible formats on request.

1. Customer Service

The WSIAT continued to provide accessible customer service to parties to appeals and stakeholders, including:

- accommodating parties to appeals, witnesses and representatives on a case-by-case basis so they could fully participate in hearings.
- providing individual accommodation to parties and system partners who required accommodation in relation to virtual and in-person hearings.
- continuing to offer Navigation Services program to provide one-on-one assistance to self-represented parties.
- ensuring compliance of the OWTL Library website with the World Wide Web Content Accessibility Guidelines (WACG) 2.0.

2. Procurement

In 2024, we were mindful of accessibility requirements when procuring goods or services or facilities and incorporated accessibility language into our tender documents. WSIAT managers and staff involved in procurement are aware of accessibility requirements in Ontario Public Service procurement practices.

3. Information and Communication

i. Feedback

The WSIAT ensured that feedback processes were available in accessible formats, such as via the website, by mail, fax, E-File, the TTY line or telephone.

We notified the public about the availability of these options in the [Accessibility Policy for Customer Service](#) and the [Accessibility Policy – Integrated Accessibility Standards](#), which are posted on our website.

In 2024, the WSIAT Accessibility Committee conducted the WSIAT 2024 Accessibility Survey asking for feedback on: customer service, communication (letters, forms, practice directions, and decisions), the WSIAT website, hearings and the WSIAT's accommodation process.

The survey link was emailed to the WSIAT's external distribution list on December 4, 2024 and closed on December 31, 2024. The feedback received is expected to be posted on the WSIAT website in 2026.

ii. Accessible Formats and Communication Supports

The WSIAT provided information in accessible formats and communication supports for persons with disabilities, on request. We continued to offer E-Share services allowing parties to receive information electronically. Also, we continued to offer our E-file service so parties could send us information electronically.

4. Training

As part of our corporate training program, the WSIAT trains new staff and Order in Council ("OIC") appointees on the requirements of the *AODA*, the *IASR* and the *Human Rights Code*, as well as creating accessible documents. This training is provided to new staff as soon as possible after starting employment and OICs after appointment. Refresher training on accessibility was provided to staff and OICs in 2024. Also, training is provided to staff and OICs when there are changes to accessibility policies.

5. Employment

In 2024, job vacancies were filled through an accessible and inclusive recruitment process so persons with disabilities could fully participate in the hiring process. Potential applicants were notified they could request an accommodation if needed.

Successful candidates were required to participate in onboarding sessions that educate new employees about our policies and processes for accommodating employees with disabilities, including individualized plans if required, and workplace emergency response information, within the first week of employment.

We continued to provide timely and effective employment accommodation and return to work for employees and OICs with injuries, illnesses or disabilities, including the development of individualized accommodation plans and emergency response plans. Employee performance management, career development and advancement opportunities took into account the accessibility needs of WSIAT employees.