



## PSAC'S MULTI-YEAR ACCESSIBILITY PLAN 2018-2022

---

The Public Service Alliance of Canada (PSAC) is committed to meeting the objectives and requirements of the *Accessibility for Ontarians with Disabilities Act* (AODA) and the two applicable Regulations: *Regulation 429/07 – Accessible Standards for Customer Service (ASCS)*; and *Regulation 191/11 Integrated Accessibility Standards (IASR)*.

We are committed to maintaining the dignity and independence of all our Union members, staff, guests and visitors. We seek to ensure that our environment is inclusive and that each person enjoys barrier-free access to our programs, services, facilities, communications, events and employment opportunities.

This Multi-year Accessibility Plan includes the actions taken and the work under way in order to meet the requirements of the AODA and applicable regulations. It is divided into four areas:

1. General Provisions
2. Information and Communications
3. Employment
4. Built Environment

This plan applies to the PSAC head office in Ottawa and to our six Regional Offices located in Ontario: Ottawa, Toronto, Sudbury, Kingston, London and Thunder Bay.

It is posted on the PSAC website in both official languages.

To provide feedback on this plan, please send an email [HRLR-RTRH@psac.com](mailto:HRLR-RTRH@psac.com)

Requirements	Strategy and Deliverables	Responsibility	Status
<b>1. GENERAL PROVISIONS</b>			
<b>Accessibility Policies</b>			
Develop accessibility policies and make them publicly available.	We have developed and adopted the <b>PSAC Policy on Disability Rights</b> (2011)—which is focused on our services to Union members.  This policy is posted on the website and available in alternate formats upon request.	HRIMB	Completed
	We have developed and adopted the <b>PSAC Duty to Accommodate Policy</b> (2015). This policy applies to all staff as well as all candidates in the recruitment process.		Completed
<b>Training</b>			
Ensure all staff are trained on the Accessible Standards for Customer Service and the Ontario Human Rights Code.	All staff in Ontario are required to take the training. PSAC has extended this training to its employees across Canada. To date we have a completion rate of over 90% for employees in Ontario and in the rest of Canada.	HRIMB	Completed
	New staff are being trained on an on-going basis.		Ongoing
	Records are kept of dates of training and individuals who received the training.		Ongoing
Ensure required staff are trained on the Integrated Accessibility Standards.	We have provided training on the Integrated Accessibility Standards to staff who are required to take it. A temporary platform will be used to provide training while the new HRMS Onboarding Module is under development and we will be following up with those who have not yet completed the training.	HRIMB	Completed
	Newly hired staff since the last accessibility compliance report are required to take this training and we will continue providing it to new staff on an on-going basis.		Ongoing
	Records on the temporary online platform are kept of all training delivered.		Ongoing

Requirements	Strategy and Deliverables	Responsibility	Status
<b>1. GENERAL PROVISIONS – continued</b>			
<b>Additional Commitments and Actions</b>			
Employment Equity Policy and Plan.	<p>As an employer, PSAC voluntarily complies with the employment equity requirements in the federal <i>Employment Equity Act</i>.</p> <p>We have developed an Employment Equity Policy and a comprehensive Employment Equity Plan that covers persons with disabilities. The Plan includes a number of qualitative measures to remove and prevent barriers for persons with disabilities.</p>	The Alliance Executive Committee with the Joint Employment Equity Committee	Completed
Joint Union-Management Employment Equity Committee.	Since 1995, a Joint Employment Equity Committee – a union management committee – has had the mandate to make recommendations on equity issues, including disability issues. The Committee addresses broader disability issues within the PSAC.	Joint Employment Equity Committee	Ongoing
Additional Education and Training on accessibility issues.	We have developed and delivered courses to our members on a range of topics including human rights and accessibility issues.	NPB and ROB	Completed
	We have developed train-the-trainer tools; for example, <i>PSAC Inclusive Facilitation Tips</i> is a document that provides information on how to make workshops accessible for all our Union members.	NPB	Completed
Accommodation at Union events.	We provide comprehensive accommodation measures for our Union members with disabilities at all of our national and regional events, including conferences and conventions on an as requested basis. Union members with disabilities are often involved in the selection of the event locations to ensure their accessibility.	NPB and ROB	Completed

Requirements	Strategy and Deliverables	Responsibility	Status
<b>2. INFORMATION AND COMMUNICATIONS</b>			
<b>Emergency Procedures</b>			
Make emergency procedures, plans and public safety information publicly available.	<b>Information Form – Employees Requiring Assistance</b> made available in English and French for cases where personalized assistance plans are required due to a disability.	PSAC Holdings HRIMB, ROB	Complete
<b>Accessible Formats and Communications Support</b>			
Provide for accessible formats and communications supports to persons with disabilities upon request.	We have developed a list of external resources that are available to create accessible documents when they are requested.	HRIMB Communications	Completed
	We have purchased printers and photocopiers with the OCR function that allows visually impaired readers to read our materials.	Procurement	Completed
	Many elected officers and staff have had their business cards done in Braille.	Communications	Completed
	Union members who register for regional and national events are asked to identify any required accommodations, including receiving documentation in accessible formats.	ROB, NPB, Communications	Completed
<b>Websites</b>			
Make all new websites and content conform with WCAG 2.0, Level A.	The PSAC national website is WCAG 2.0, Level A compliant. An external third-party service provider is engaged to conduct regular scans of the PSAC national website for changes required to maintain compliance. The Communications Branch is committed to following up on any recommendations for fixing all identified issues and to remove noted accessibility barriers.	Communications and HRIMB	Ongoing
	Our Ontario and NCR regional websites were recently re-launched with WCAG 2.0, Level A in mind. The Communications Branch is committed to following up on any recommendations for fixing all identified issues and to remove noted accessibility barriers.	Communications and ROB	In progress Target date: June 2021
<b>Feedback Processes</b>			
Ensure accessible processes for receiving and responding to feedback.	The PSAC national, Ontario and NCR website homepages includes a “contact us” icon that leads to the opportunity to provide written feedback.	IT, Communications ROB and HRIMB	Completed

--	--	--	--

Requirements	Strategy and Deliverables	Responsibility	Status
<b>3. EMPLOYMENT</b>			
<b>Recruitment, Assessment, Selection</b>			
Review and update existing recruitment policies, processes and procedures.	PSAC completed a comprehensive employment systems review in 2011, which covered accessibility and disability issues.	HRIMB with the Joint Employment Equity Committee	Completed
	An internal (HR) action plan has been developed and implemented to address and meet all of the requirements under the AODA employment standards.	HRIMB	Completed
	A new staffing policy is being developed that will integrate accessibility issues in recruitment and hiring processes.	HRIMB	Completed
Specify that accommodation is available for applicants with disabilities.	Our Duty to Accommodate Policy includes written procedures and a form for an Accommodation Request related to a staffing competition.	HRIMB	Completed
	The Jobs section on the PSAC home page indicates that accommodations are available upon request.		Completed
	All job postings on the PSAC website specify that accommodations are available on request for candidates taking part in all aspects of the selection process.		Completed
Inform applicants and new hires of availability of accommodation.	Email communications with screened-in candidates now request that they inform us of a request for an accommodation	HRIMB	Completed
	The new letters of offer to be built into the HRMS Onboarding Module will be modified to advise successful applicants of existing policies for employees with disabilities and encouraging them to raise the issue with their supervisor.		In progress Target date: Spring 2022
<b>Information to Employees</b>			
Inform employees and new hires of policies supporting employees with disabilities.	Our accessibility policies and any updates are sent to all staff and references to them are included in the documentation to new hires.	HRIMB	Completed

Requirements	Strategy and Deliverables	Responsibility	Status
<b>EMPLOYMENT – continued</b>			
<b>Accessible formats and communications supports for employees</b>			
When requested by an employee, consult with the employee to provide suitable accessible formats and communications supports for their job.	The PSAC's Duty to Accommodate Policy outlines the roles and responsibilities of the employer and the employee, including consultation with employees with disabilities on the provision of supports for their work. The Human Resources and Organizational Development Branch maintains a confidential list of employees seeking accommodations.	HRIMB with individual Branches Sections and Regional Offices in Ontario	Ongoing
<b>Workplace Emergency Response Information</b>			
Provide individualized emergency workplace info to persons with disabilities.	<b>Information Form – Employees Requiring Assistance</b> made available in English and French for cases where personalized assistance plans are required due to a disability.	All Branches Sections and Regional Offices in Ontario	Completed
<b>Documented Accommodation and Return to Work Plans</b>			
Put in place a written process to develop individual accommodation plans for employees with disabilities.	Our Duty to Accommodate policy includes written procedures for individual accommodation requests.	HRIMB	Completed
Put in place a return to work process for employees that have been absent due to a disability.	Through any of the Duty to Accommodate Policy, the respective Workers' Compensation Boards or Long Term Disability Insurer, employees returning to work from a disability related absence are provided with a return to work plan and document the process.	HRIMB	Completed

Requirements	Strategy and Deliverables	Responsibility	Status
<b>EMPLOYMENT – continued</b>			
<b>Career development, advancement and redeployment</b>			
<p>Take into account the accessibility needs of employees in offering career development, advancement or redeployment opportunities.</p>	<p>The PSAC’s Employment Equity Plan includes numerical goals for persons with disabilities to be represented in all employment categories, including senior management, supervisors, and professionals. Where representation gaps exist, these numerical goals will be set taking into account anticipated staffing opportunities in the next three years. The external availability rates take into account the representation of persons with disabilities in the feeder groups.</p> <p>PSAC has identified strategies, including temporary and permanent measures for removing barriers faced by equity groups, including persons with disabilities employed at the PSAC.</p> <p>The newly adopted PSAC Training Policy and Guidelines include a career development stream which prioritizes training for equity groups (including employees with disabilities) in cases where there are representation gaps.</p>	<p>HRIMB with all Branches, Sections and Regions and the Joint Employment Equity Committee</p>	<p>Completed</p>



Requirements	Strategy and Deliverables	Responsibility	Status
<b>4. BUILT ENVIRONMENT</b>			
<b>Accessible Services, Parking, Waiting Areas</b>			
Make newly constructed indoor and outdoor waiting areas accessible.	The PSAC headquarters building is owner occupied and accessible. Our union members with disabilities were consulted on the building accessibility issues.	PSAC Holdings	Completed
	Five of our six Regional Offices are located in leased space. The accessibility of working and public spaces are a condition of entering into a commercial lease. The sixth regional office (in London) is on the ground floor and is accessible.	PSAC Holdings	Completed
Establish procedures for preventative and emergency maintenance of accessible public spaces.	Our goal: to develop written procedures for the PSAC headquarters building and the six regional offices located in Ontario.	PSAC Holdings Regional Offices in Ontario	Target date: January 1, 2017
Make parking accessible.	We have 8 designated parking spaces for staff with disabilities at the PSAC head office. The doors in and out of the indoor parking are accessible.  There are designated parking spaces at each of our Regional Offices located in Ontario.	PSAC Holdings	Completed
Make exterior paths of travel accessible.	All exterior paths to the PSAC headquarters building are accessible, as is the one to the London Regional Office.  For our five regional offices located in leased space in Ontario, the accessibility of exterior paths are a condition of entering into a commercial lease.	PSAC Holdings	Completed