



OCS Annual Accessibility Status Report 2019

Overview

At the OCS we are committed to meeting the accessibility needs of people with disabilities in a manner that is consistent with the principles of independence, dignity, integration and equal opportunity.

As an organization, we respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and its associated regulations and strive to meet the needs of individuals with disabilities in a timely and effective manner.

The AODA Integrated Accessibility Standards Regulation (IASR) requires that OCS establish, implement, maintain and document a multi-year accessibility plan which outlines the strategy to prevent and remove barriers for people with disabilities and meet the requirements under the IASR.

The following IASR are applicable to the OCS:

- General requirements
- Customer Service standard
- Information and Communications standard
- Employment standard
- Design of Public Spaces standard

The OCS is required to report on its progress towards meeting the implementation goals of the multi-year accessibility plan. This annual accessibility status report outlines our progress in meeting the above accessibility standards for the 2019 calendar year.

General Requirements

Accessibility Policy and Accessibility Plan

The OCS developed a Multi-Year Accessibility Plan and the Our Commitment to Accessibility policy, which are posted on the organization's public website and internal intranet, respectively. Additionally, the OCS has established an AODA working group that provides advice on the organization's accessibility compliance requirements. The working group is comprised of representatives from across the organization, including members with disabilities.

Procuring or Acquiring Goods, Services or Facilities

When procuring or acquiring goods, services or facilities the OCS takes into consideration the applicability of accessibility requirements under the AODA. All notices with respect to the provision of OCS goods and services are posted publicly on the organization's website.

Informing Employees

The OCS has hosted various internal educational events that have featured accessibility topics on stress management, mental health awareness and disability statistics in Canada. Employees were notified about accessibility policies, plans and the availability of accommodation support.

Customer Service Standard

Training

All OCS employees and individuals who provide goods, services or facilities on behalf of the OCS, participate in customer service training specific to the IASRs of the AODA and the Ontario Human Rights Code. The customer service training is part of the mandatory onboarding curriculum that each employee is required to complete.

Providing Feedback

The OCS provides a customer feedback platform through various communication channels including web, phone, TTY, fully accessible relay service and regular mail.

Information & Communications Standard

Accessible Formats and Communication Supports

The OCS is committed to ensuring that its information and communication systems are designed to be accessible and provide alternate communication methods and materials for people with disabilities.

Accessible Websites and Web Content

OCS has implemented rigorous web accessibility criteria to ensure ongoing compliance with the Web Content Accessibility Guidelines 2.0 (WCAG) and achieved WCAG 2.0 Level AA accessibility on all OCS owned digital properties.

Employment Standard

Recruitment

The OCS is an equal opportunity employer and provides reasonable accommodation throughout the recruitment process and throughout employment. Candidates and employees are encouraged to identify and discuss accommodation requirements so the OCS can review and improve its employment policies and procedures to ensure accessibility needs are continually being met.

Individual Accommodation Plans

Individual workplace accommodation plans are re documented for each employee who requires an accommodation, and the plan is reviewed on an ongoing basis.

Individual Workplace Emergency Response Plans

The OCS provides individual emergency response information and plans for employees who require assistance in the event of an emergency. The information and procedures within the plan are reviewed on a regular basis.

Design of Public Spaces Standard

The OCS is committed to ensuring that its public spaces are designed to be accessible and provide barrier-free access for people with disabilities. Accessibility criteria is incorporated in the design and procurement of OCS goods, services and facilities.

Feedback and Alternate Formats

The OCS welcomes your feedback about accessibility and is always looking for ways to improve the provision of OCS goods and services to all customers.

To provide feedback about accessibility at OCS, or if you require this document in an alternate format, you can contact OCS in the following ways:

- Web-form: helloocs.ca
- Phone: 1-888-910-0627
- TTY: 1-844-627-1112
- For Accessibility Relay Service: dial 711
- Mailing Address:

Ontario Cannabis Store
4100 Yonge Street, 2nd Floor
Toronto, ON M2P 2B5

