

Multi-Year Accessibility Plan

Last Revision Date: December 28, 2023

Our commitment to accessibility

Intellectual Property Ontario (IPON) is committed to the core principles of the [Accessibility for Ontarians with Disabilities Act \(AODA\), 2005](#): dignity, independence, integration and equal opportunity. Our goal is to ensure that all Ontarians can access our services and information when and how they need them, without barriers.

IPON strives to meet the needs of people with disabilities and is working hard to remove and prevent barriers to accessibility.

IPON is committed to fulfilling the requirements under the Accessibility for Ontarians with Disabilities Act (AODA), 2005. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities. Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians.

As set out in the Integrated Accessibility Standards Regulation (IASR) under the AODA, IPON will:

- Establish, review and update this plan in consultation with people with disabilities.
- Post this plan on our website.
- Prepare annual status reports on our progress in implementing this plan.
- Provide this plan in an accessible format, upon request.
- Review and update this plan at least once every five years.

Achievements and strategies to remove and prevent barriers:

IPON is a new agency, having onboarded its first employee and launched its initial services in 2022. While all accessibility policies and procedures have been prepared in compliance with AODA, 2005 and its regulations, they may be expected to grow and develop over time.

Category (as applicable to IPON)	Achievements	Strategies and actions
Customer Service	<ul style="list-style-type: none"> - All employees and staff are trained on Customer Service Standards, meeting AODA’s training requirements. - An invitation to provide feedback in multiple ways is available on IPON’s website. IPON welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and we are committed to responding to concerns in a timely manner. - IPON will arrange documentation and information in accessible formats or with communication support as requested that takes into account the person’s accessibility needs due to a disability, at no additional cost, and in a timely manner. 	<ul style="list-style-type: none"> - New staff will be trained in accordance with IPON’s current compliant process. <ul style="list-style-type: none"> o Timeline for completion: ongoing
Information and Communications	<ul style="list-style-type: none"> - IPON has a process for receiving and responding to feedback, arranging for the provision of accessible formats and communications supports upon request. IPON will consult with the person making the request to determine the suitable format or support required. - IPON’s website conforms with World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level AA. 	<ul style="list-style-type: none"> - Any new websites or content will conform with WCAG 2.0 Level AA. <ul style="list-style-type: none"> o Timeline for completion: ongoing - Future eLearning content, available either to IPON’s clients or to the public, will include voiceovers, closed captions, accessibility controls, and alternate text, where applicable. Live online training sessions will include live transcriptions. Accessibility standards in accordance with AODA and WCAG will be applied to all learning content. <ul style="list-style-type: none"> o Timeline for completion: December 31, 2024

<p>Employment</p>	<ul style="list-style-type: none"> - Job applicants are notified that accommodations are available upon request in the job postings and in the first communication made in IPON’s recruitment process. - If an applicant requests an accommodation, IPON will consult with the applicant to provide suitable accommodation in a manner that takes into account their accessibility needs. - Upon making offers, successful candidates are informed that accessibility processes and policies are in place and how to request accommodations. The related policies and procedures are provided to the new employee on their first day or as soon as possible. IPON notifies employees of any updated policies including those with respect to job accommodations and accessibility. - Where an employee with a disability requests accessible formats or communication supports, IPON will consult with that employee to arrange the appropriate format or support, including information that is needed to perform their job and information that is generally available to employees in the workplace. - Individualized workplace emergency response information is provided to employees with a disability as soon as practical after IPON becomes aware of the need for accommodation. These plans, if applicable, are reviewed if the employee changes locations, office requirements change, and when emergency policies and accommodation plans are reviewed. - IPON’s HR Operational Procedures document the process for developing appropriate individual 	<ul style="list-style-type: none"> - Communicating the Short-Term Sickness Policy and the associated return to work process with all staff once approved. <ul style="list-style-type: none"> o Timeline for completion: January 31, 2024 - Building awareness by providing Diversity, Equity, Inclusion (DEI) training to staff <ul style="list-style-type: none"> o Timeline for completion: ongoing - Introducing mental health resources such as an Employment Assistance Program (EAP) <ul style="list-style-type: none"> o Timeline for completion: December 31, 2025
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	<p>accommodation plans. Individual accommodation plans for employees with disabilities are documented as requested, which include employee participation and an equitable and fair approach to consider the different needs of each individual while respecting the employee’s privacy.</p> <ul style="list-style-type: none"> - IPON has developed a return to work process, supported by a benefits provider for adjudication and case management services, for employees who have been absent from work due to a disability and/or require disability-related accommodations upon their return. - Accessibility needs of employees with disabilities and individual accommodation plans are considered during performance management processes and career development and advancement opportunities and discussions. 	
Procurement	<ul style="list-style-type: none"> - IPON incorporates accessibility criteria and features when procuring or acquiring goods, services or facilities. If it is not possible and practical to do so, IPON will provide an explanation upon request. - IPON includes accessibility obligations language in Requests for Proposals (RFPs) to ensure potential vendors comply with the requirements under the AODA, 2005 and its regulations as well as the Ontario Human Rights Code. - IPON works with Infrastructure Ontario to ensure that IPON office space meets accessibility requirements or there is a plan in place to address accessibility and accommodations as needed. 	<ul style="list-style-type: none"> - Future RFPs and procurement efforts will continue to include accessibility obligations for vendors. <ul style="list-style-type: none"> o Timeline for completion: ongoing

Training	<ul style="list-style-type: none"> - All IPON employees, students, interns, and contractors have completed required AODA training, either within 30 days of their hire date or as soon as practical. IPON maintains training records including the individuals trained, date and type of training. 	<ul style="list-style-type: none"> - Ensure mentors, who provide services to our clients on behalf of IPON, receive required accessibility training. <ul style="list-style-type: none"> o Timeline for completion: June 30, 2024 - Provide a refresher training on any policy changes following IPON’s first annual review of accessibility policies. <ul style="list-style-type: none"> o Timeline for completion: March 31, 2024
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For more information:

For more information on this accessibility plan or to request an accessible format:

Email us at:

info@ip-ontario.ca

or

Send mail to:

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Kitchener, ON
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Our accessibility plan is publicly posted at <https://www.ip-ontario.ca/accessibility>