



Accessibility Status 2021

Accessibility for Ontarians with Disabilities Act, 2005

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* and its regulations.

Since March 2020, the Ombudsman's Office has remained closed to the public in response to the COVID-19 pandemic, and staff continue to work remotely. The Office has maintained its website with up-to-date information about how to access services, and ensure we consider accessibility in all steps taken.

Even as we work remotely, we continue our practices of training new staff about accessibility, providing the public with documents in an accessible manner, accommodating accessibility needs in the recruitment process, and including accessibility terms in all contracts for services.

The accessibility committee was established in 2019 to explore accessibility tools for sharing information and knowledge internally. The committee continued its oversight role this year by reviewing the accessibility of services.

The recruitment system and the website passed a WCAG 2.0 Level AA audit.