

# Annual Status Report 2025

## Accommodation Policies

- LECA's accommodation policy as well as the agency's statement of Organizational commitment are posted and available on the website. LECA's additional Accessibility Policies are also publicly available on the website.

## Accessibility Plans

- The Multi-Year Accessibility Plan covering the period of 2023-2027 is posted on LECA's website and outlines the Statement of Commitment, Objectives, Strategic Approach, and expected Outcomes
- The Multi-Year Accessibility Plan was developed in consultation with persons with disabilities
- The Multi-Year Accessibility Plan was reviewed, and remains posted to the website

## Procurement

- LECA is committed to incorporating accessibility criteria and features when procuring or acquiring goods, services, or facilities except where it is not practicable to do so
- LECA follows the Ontario Public Service's Guidelines: Meeting Accessibility Obligations in Procurement

## Training

- LECA is committed to ensuring equal access and participation for all Ontarians. All LECA staff complete training as it relates to their specific roles and in accordance with Ontario's accessibility laws and aspects of the Ontario Human Rights Code that relate to persons with disabilities. All staff have completed the relevant, mandatory training which includes:
  - May I Help You "Welcoming Customers with Disabilities" (Module 1)
  - May I Help You? "Supplementary: Ten Things You Need to Know about Accessible Customer Service" (Module 2)
  - Access Forward Customer Service Standard
  - Working Together – The OHRC and the AODA
  - Integrated Accessibility Standards Regulation (IASR) Information and Communication Standards
  - IASR in the OPS
- Additional training that has been completed includes:

- French-language Services for Front-line Managers and Staff
- Mental Health and resiliency training
- Implicit Bias
- Vicarious and Trauma informed training sessions.
- Respectful Engagement and Indigenous Awareness Training Part 1 and 2

## **Information and Communication**

- Accessible feedback relating to accommodation available
- Website meets WCAG 2.0 Level AA standards of accessibility
- Accessible formats of documents are available upon request

## **Employment**

- LECA is committed to an accessible recruitment process and follows the policies and guidelines that align with: A Managers' Guide to Removing Barriers from the Recruitment Selection Process in the OPS
- Individual accommodation plans have been developed and employees returning to work after disability-related absences are accommodated in accordance with the Employment Accommodation and Return to Work Operating Policy
- Employees' accessibility needs are considered for all employment opportunities

## **Built Environment**

LECA office's-built environment meets accessibility standards