

Ontario Land Tribunal Multi-Year Accessibility Plan (2025-2030)

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This five-year accessibility plan, covering the period of April 1, 2025, to March 31, 2030, outlines the policies and practices the Ontario Land Tribunal (OLT) has in place and the actions it will take to create an inclusive work environment and deliver barrier-free

services. These measures are designed to enable full and effective participation in OLT processes and ensure that OLT's services are responsive to the diverse needs of the public we serve.

Definitions and Terms

“Accessible” means that which can be easily reached or obtained; a facility that can be easily entered; information that can be easily accessed; posing no obstacles to persons with disabilities.

“Accessible Formats and Alternate Formats” means a format that is accessible to an individual with a disability and alternate format refers to changing the format of information in order to make it accessible such as providing a print document in audio, large print, braille format or accessible electronic format.

“Accessibility” means a general term which is used to describe the degree of ease that something (e.g., device, service, and environment) can be used and enjoyed by persons with a disability. The term implies conscious planning, design and/or effort to ensure it is barrier-free to persons with a disability, and by extension, usable and practical for the general population as well.

“Adjudicators” means Order-in-Council (OIC) Appointees at the Ontario Land Tribunal, who are appointed through an open, merit-based recruitment process.

“AODA” means the Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005

“Assistive Technology” assistive technology is technology used by individuals with disabilities in order to perform functions that might otherwise be difficult or impossible. Assistive technology can include hardware, software, and peripherals that assist people with disabilities in accessing computers or other information technologies. For example, people with limited hand function may use a keyboard with large keys or a special mouse to operate a computer, people who are blind may use software that reads text on the screen in a computer-generated voice, people with low vision may use software that enlarges screen content, people who are deaf may use a TTY (text telephone), or people with speech impairments may use a device that speaks out loud as they enter text via a keyboard.

“Clients” mean a person or organization receiving services from the Ontario Land Tribunal.

“Communication Supports” are supports that individuals with disabilities may need to access information or to communicate effectively. Some examples include, but are not limited to, real time captioning, communication intermediaries, reading material out loud, providing captioning on a video, plain language, sign language interpreters and other supports that facilitate effective communications.

“Disability” as defined in the Ontario Human Rights Code, Ontarians with Disabilities Act, 2001 and the Accessibility for Ontarians with Disabilities Act, 2005 is intended to be interpreted broadly:

“Disability” means,

- (a) Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impairment, deafness or hearing impairment, muteness or speech impairment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- (b) a condition of mental impairment or a developmental disability,
- (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- (d) a mental disorder, or
- (e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997; (“handicap”).

“DAP” means the OPS Disability Accommodation Policy, a set of principles and requirements for the provision of timely and effective employment accommodation and accessibility for persons with disabilities.

“Employees” are administrative staff who make up the Ontario Land Tribunal workforce.

“IASR” means the Integrated Accessibility Standards Regulation, O. Reg. 191/11.

“ODA” means the Ontarians with Disabilities Act, 2001.

“ODAS” means the OPS Digital Accessibility Standard, a set of requirements and expectations for designing, developing and delivering accessible products to support inclusively designed digital services.

“OHRC” means Ontario’s Human Rights Code.

“OPS” means the Ontario Public Service, an organization that provides government services to citizens and promotes an innovative, diverse, and accessible workplace.

“Stakeholders” means a party that has an interest in Ontario Land Tribunal and can either affect or be affected by the policies and procedures of the organization. Stakeholders can include the Ontario public, legal groups, advocacy groups, employees, customers, and suppliers.

“WCAG” means Web Content Accessibility Guidelines, which are a series of guidelines created by the World Wide Web Consortium (W3C) to improve website accessibility.

Following these guidelines makes content accessible to a wider range of people with disabilities, including blindness and low vision, deafness and hearing loss, learning disabilities, cognitive limitations, limited movement, speech disabilities, photosensitivity and combinations of these.

Introduction

The Ontario Land Tribunal (OLT) adjudicates and mediates matters related to land use planning, environmental and natural features, heritage protection, land valuation, land compensation, municipal finance, and other related matters.

Established on June 1, 2021, under the authority of section 2 of the Ontario Land Tribunal Act, 2021, the OLT is an amalgamation of the following former organizations: the Board of Negotiation, the Conservation Review Board, the Environmental Review Tribunal, the Local Planning Appeal Tribunal, and the Mining and Lands Tribunal.

Our goal is to deliver modern, fair, responsive, accessible, effective and efficient dispute resolution services that support strong, healthy communities and the public interest.

Under the AODA, organizations across Ontario are required to develop multi-year accessibility plans. The OLT's Accessibility Plan reflects our commitment to creating an inclusive and barrier-free environment and ensuring equitable access to our services and processes.

Statement of Commitment

The OLT is committed to delivering services in a way that respects the dignity and independence of all individuals and enables full and effective participation in OLT processes. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner and will do so by identifying, preventing and removing barriers to accessibility and meeting accessibility standards and requirements under the AODA and ODAS.

The OLT is committed to:

- Ensuring that all public-facing services, documents and communications are available in accessible formats, and in alternate formats upon request.
- Providing accessible hearing environments, both in-person and virtual, that accommodate a range of needs.
- Maintaining facilities that meet or exceed provincial accessibility standards.
- Providing ongoing training for managers, staff and adjudicators on accessibility standards, best practices and legal obligations.
- Consulting with persons with disabilities and accessibility experts to improve our policies and practices.
- Equitable, inclusive and barrier-free hiring practices.

- Providing reasonable workplace accommodations.

Legislative Framework

This plan is developed in accordance with the:

- [Ontarians with Disabilities Act \(ODA\), 2001](#)
- [Accessibility for Ontarians with Disabilities Act \(AODA\), 2005](#)
- [Integrated Accessibility Standards Regulation \(IASR\), O. Reg. 191/11](#)
- [Accessibility Standards for Customer Services, O. Reg. 429/07](#)
- [Ontario's Human Rights Code \(OHRC\)](#)
- [Canadian Charter of Rights and Freedoms](#)

Accessible Customer Services and Accommodations

OLT Hearing and Mediation Events

- OLT offers a variety of hearing formats, including virtual, hybrid and in-person events.
- Virtual hearing and mediation events make use of video conferencing platforms that offer a variety of accessibility features, including:
 - **Live captioning and transcription:** automatically generates captions for hearing and mediation events for users who are deaf or hard of hearing.
 - **High contrast mode and font adjustments:** improve visibility for users with vision impairments.
 - **Dial-in options:** allows users to join audio via phone, providing an alternative to internet-based audio.
 - **Screen reader compatibility:** work with popular screen readers such as NVDA, JAWS, ORCA, and Apple VoiceOver.
 - **Device compatibility:** can be used on various devices like phones, tablets, and computers, allowing users to choose the most accessible option for them.
- Hearing and mediation rooms at the OLT, located at 655 Bay St in downtown Toronto, are equipped with modern audio-visual technology, ensuring participants in hybrid and in-person hearing or mediation events can hear, be heard, and view all visuals clearly.
- For in-person, hybrid and virtual hearing or mediations events, the OLT has an internal team on standby to provide technical support for the audio-visual equipment and video conferencing platform, if needed.
- **Live-streaming policy:** When the OLT decides to livestream a specific hearing, it will be made publicly accessible through a YouTube link provided to observers.

- Screens by OLT's Public Reception desk (on the 14th Floor of 655 Bay St) display hearing and mediation room information in high contrast colours and large fonts for people with vision issues.
- For parties attending in-person hearing or mediation events, the OLT also has a printer available by its Public Reception desk on the 14th Floor to print case related materials, if needed, free of charge.
- Additionally, staff are available at the Public Reception desk to assist the public with any questions about hearing or mediation room locations, general information, etc.

OLT Public Inquiry Services

If the public has questions regarding OLT's services and/or processes, they can contact the OLT through the following channels:

- **By Phone (via OLT's Public Inquiry hotline):**
 - (416) 212-6349 (tel)
 - (866) 448-2248 (toll free)
 - (800) 855-1155 (via Bell relay)
- **In-Person (via OLT's Public Reception desk on the 14th Floor of 655 Bay St):**
 - Open Monday to Friday from 8:30 am – 5:00 pm (except on holidays)
- **By Email:**
 - OLT.General.Inquiry@ontario.ca – for general inquiries.
 - OLT.CLO@ontario.ca (Citizen Liaison) – for information on filing appeals, hearing events, documentation requirements, applicable legislation, legal requirements.
 - Media.OLT@ontario.ca – for media requests.
 - OLT.Registrar@ontario.ca – for information on specific OLT cases.

Public inquiry services are available in both English and French.

Upcoming Initiative

The OLT is in the process of implementing an Engagement Platform (EP) solution to manage its contact centre operations, which include the public inquiry services above. The EP solution will enable the OLT to more effectively track, route and manage the public inquiries it receives through its General Inquiries hotline, as well as capture performance data (e.g., response times) and stakeholder feedback to inform service improvements.

The EP solution will help make the OLT's public inquiry services more accessible by enabling callers to navigate call routing options using both touch-tone and voice commands. Automated call routing and enhanced tracking of public inquiry requests will

ensure clients are connected to the appropriate OLT personnel and receive services in a more timely manner.

The OLT is aiming to have the EP solution implemented by early 2027.

Accessibility/Accommodation Requests

Accessibility/accommodation requests can be made through the OLT's Accessibility Coordinator at OLT.Coordinator@ontario.ca, and can include, but are not limited to:

- Sign language interpretation in American Sign Language (ASL) and LSQ (Langue des signes québécoise, or Quebec Sign Language)
- Real-time captioning for in-person events
- Assistive listening devices
- French and other language Interpretation
- Hearing or mediation related documents produced in large print, braille, audio or in screen-readable electronic formats
- Bringing a support person for assistance
- Permission to have a service animal in the hearing room
- Temporary wheelchair availability
- Recording the hearing event (must be requested in advance)
- Extra breaks during the hearing or mediations events
- Special seating arrangements at the hearing or mediation events
- Reading written information aloud to hearing or mediation event participant
- Permitting the exchange of hand-written notes or providing a note taker or communication assistant for a hearing or mediation event
- Repeating, clarifying or restating information in a hearing or mediation event

OLT staff will work with the requester to ensure that all their accessibility requirements are understood and addressed, and at no additional cost.

Information on how to submit an accessibility/accommodation request is available on [OLT's website](#).

French Language Services

- The OLT is committed to providing [French language services](#) in compliance with the French Language Services Act (FLSA). To uphold this commitment, the OLT has implemented a [French Language Services Policy](#) to ensure that persons accessing OLT's services have the right to receive those services in French.
- For inquiries or requests related to French language services, the public can contact the OLT via email at OLT.Coordinator@ontario.ca

Training

- To ensure a consistent understanding and application of accessibility standards and best practices across the organization, all OLT staff, managers and

adjudicators are required to complete the following mandatory OPS training courses:

- **Module 1: IASR in the OPS** – explains requirements of the IASR for the OPS.
- **Module 2: IASR Information and Communication Standards** – explains requirements of the IASR regarding information and communications in the OPS, including accessible documents, accessible formats, communication supports, accessible websites, and accessible videos.
- **Module 3: IASR Employment Standards (for Managers only)** – explains employment accommodation issues and obligations under the IASR and OHRC.
- **Working Together: The OHRC and the AODA** – provides training on the OHRC and the AODA, including how the Code applies to people with disabilities and an organization's duty to accommodate.
- **OPS AccessForward: Customer Service Standard** – provides training on accessible customer services and how to interact with people with disabilities.
- **Disability Employment Accommodation for OPS Managers** – explains the what, the why and the how of Disability Employment Accommodation in the OPS with a focus on the DAP and relevant legislation.

- Starting in December 2025, the OPS will be launching a new set of mandatory AODA training courses:
 - **Module 1: Introducing Accessibility** – builds understanding of the principles of accessibility legislation and individual responsibility for creating an inclusive Ontario.
 - **Module 2: Accessibility in the OPS** – provides practical tips for incorporating accessibility requirements, processes, policies and practices in daily work in the OPS.
 - **Module 3: Digital Accessibility** – explores the impact of accessible digital experiences and provides tools, resources and next steps to support adoption of the ODAS.
 - **Module 4: Accessible Customer Service** – builds skills for delivering accessible service to internal and external clients in person, by telephone, over e-mail and online.
 - **Module 5: Accessibility Essentials for Managers** – builds awareness of core management responsibilities, practices and policies related to accessibility in the OPS.
 - **Module 6: Building Accessibility Capacity (for Managers only)** – provides tips for leading inclusive teams where employees with disabilities feel welcomed and valued.

The OLT actively monitors and maintains records of training completion.

Select OLT staff will complete training on creating accessible documents.

Filing Fee Payments

- Some appeals submitted to the OLT have an associated cost (i.e., a filing fee)
- To provide accessible payment options, the OLT accepts various payment methods for filing fees, including payment online by debit or credit card (via a CCPay Online Payment Service in OLT's e-File portal), by mail (via certified cheque or money order), in-person at OLT's mailroom service window (by credit or debit card), or over the phone (by credit card).
- [Low-Income Fee Waiver Policy](#): To promote equitable access to Tribunal services, the OLT offers a fee waiver for individuals who cannot afford to pay the filing fee for an appeal. Eligible individuals, based on income support programs or household income thresholds, can request the OLT to waive the entire fee or a portion of the fee by submitting a [Low-Income Fee Waiver Request Form](#) with supporting documentation to the OLT by mail or email at OLT.Registrar@ontario.ca. Requests are assessed promptly and any sensitive financial or personal information disclosed in the request is not included in the Tribunal's public record for the matter.

Accessible Digital Services, Information and Communications

Website:

- The OLT website provides a range of digital services and facilitates access to useful information and documents, including:
 - **e-File Service**: enables users to prepare, submit and manage appeals, attach supporting documentation and pay filing fees online.
 - **e-Status and e-Decisions Service**: allows users to view active cases, current status, scheduled hearings, and to access decisions that have been issued.
 - **Instructional Guides**: provide detailed instructions on a variety of topics such as filing appeals, understanding the hearings process, participating in video hearings, and preparing submissions.
 - **Videos**: provide content in an engaging format to support different learning styles. Currently, there is one video tutorial posted on "How to Request Party or Participant Status".
 - **Dedicated Pages**: provide support to stakeholders on a variety of topics, for example, filing appeals and OLT's mediation services.
 - **Newsroom and Blog**: allows interested stakeholders to subscribe to updates regarding OLT news and announcements.
 - **FAQ Section**: addresses the most common questions the OLT receives.

- **Forms:** for submitting an appeal to the OLT or requests related to the hearing process.
- **Fees:** associated with filing an appeal to the OLT.
- **Accountability Documents:** key operational and governance documents including OLT's Memorandum of Understanding, Ethics Plan, Conflict of Interest Rules, Member Accountability Framework, Accessibility Policy, Consultation Policy, Service Standard Policy, Annual Reports, and Business Plans.
- The website and information and services described above are available in both English and French and in accessible formats.
- OLT will ensure that its public-facing website and web content conforms to WCAG 2.0 Level AA standards required under the AODA.
- Over the next few years, OLT will also work towards meeting WCAG 2.1 Level AA standards.
- Accessibility testing on the website and its contents will be conducted every two (2) years.

Public Documents and Information Materials

- OLT's publicly available documents and information materials will be made available in accessible formats, which include the following:
 - HTML for web content
 - Tagged PDFs that can be read by screen readers
 - Accessible Word documents
- OLT will take the following approach to developing its publicly available documents and information materials:
 - Use clear, concise and plain language.
 - Use headings, lists, and tables to create logical and easy to follow document structures.
 - Use readable fonts and appropriate font sizes (e.g., at least 12-16 points).
 - Ensure that any hyperlinks imbedded in documents are descriptive.
 - Add alternative text to images, charts, and graphs.
 - Use accessibility checker software (e.g., in Microsoft 365) to review, identify and resolve accessibility issues in documents.
 - Use text transcriptions for visual and audio information.
 - Use captioning and audio descriptions in instructional videos.
- OLT will provide the following alternative document formats upon request and at no cost to the requestor, unless doing so would cause undue hardship:
 - **Large Print:** Documents with a large font size (e.g., 16 points or greater).
 - **Braille:** Tactile documents that can be read by touch.
 - **Audio:** Recordings of the document contents in MP3 or DAISY format.

Procurement

- The OLT is governed by the OPS Procurement Directive, and as such, is required to comply with accessibility standards and requirements in the ODA, AODA and IASR when acquiring goods or services.
- To ensure compliance, OLT will consult with MAG's Diversity, Inclusion and Accessibility Office on accessibility considerations for any planned procurements, and accessibility criteria and requirements will be incorporated into procurement processes and deliverables where appropriate.

Barrier-Free Facilities and Design of Public Spaces

- Currently, all publicly accessible and staff-only spaces at the OLT (located at 655 Bay Street, Toronto, ON) include:
 - Elevator access to OLT floors
 - Accessible entrances and exits
 - Barrier-free washrooms
 - Tactile signage and wayfinding
 - Button-activated automatic doors for all meeting, hearing, and mediation rooms
 - Sufficient clearance and pathways for mobility devices (e.g., wheelchairs, walkers, powered scooters)
 - Visual and audible alarms
- The OLT, in collaboration with MAG's Facilities Management Branch, will continue to ensure that all newly constructed or redeveloped public spaces at the OLT conform to Design of Public Spaces Standards under the IASR.
- In the event of an emergency at 655 Bay Street, the OLT has established an Emergency Evacuation Plan to ensure the safe and timely evacuation of persons requiring assistance.

Inclusive Employment

Inclusive Hiring Practices

OLT is committed to inclusive hiring practices, which include the following measures:

- **Inclusive and Accessible Job Postings:** Using plain, inclusive language in our job ads, ensuring postings are screen-reader friendly, and including a statement that expresses OLT's commitment to diversity, inclusion, and accessibility.
- **Objective Resume Screening Criteria:** using clear and consistent evaluation criteria for resume screening and interview selection, focusing on job-related skills, experience, and qualifications.

- **Objective Interview Questions and Assignments:** ensuring all interview questions and assignments directly relate to the key job requirements.
- **Barrier-free Interviews:** Offering flexible formats (phone, video conference, in-person), sharing interview questions in advance, and ensuring physical spaces are accessible.
- **Accommodation Readiness:** Clearly communicating to candidates that accommodations are available and having processes in place to provide them promptly if requested.

Workplace Accommodations:

The OLT is committed to providing reasonable workplace accommodations in accordance with the DAP, which can include, but are not limited to:

- **Alternative Work Arrangements**
 - Modified work hours or compressed schedules
 - Remote or hybrid work options
- **Assistive Technology**
 - Screen reader software
 - Voice recognition software
 - Captioning software
- **Accessible Office Equipment**
 - Based on the results of an ergonomic assessment, the following items may be provided:
 - Height-adjustable desk
 - Ergonomic chair
 - Ergonomic keyboard and/or mice
 - Specialized monitor
- **Leave and Scheduling**
 - Paid or unpaid time off for medical appointments, treatment or recovery.
 - **Short-Term Sickness Plan (STSP):** provides income protection for regular, permanent full-time or part-time employees who are unable to work due to illness or injury for up to 130 working days per calendar year.
 - **Long-Term Income Protection (LTIP):** provides income protection for regular, permanent full-time or part-time employees who are unable to work due to illness or injury for an extended period, beyond six months, after STSP credits are exhausted.
- **Communication Supports**
 - Work documents in accessible formats (e.g., braille, large print, audio).

- Real-time captioning for staff meetings.
- **Emergency Response Plans**
 - Individualized evacuation plans for employees with mobility issues or sensory impairments.

OLT will consult with an OPS Disability Accommodation Specialist to effectively assess and respond to workplace accommodation requests.

Accessibility Monitoring, Review, Consultation and Feedback

- The OLT will review and update this Accessibility Plan every five (5) years and incorporate feedback from stakeholders, persons with disabilities and accessibility advisory groups, including MAG's Diversity, Inclusion and Accessibility Office.
- Accessibility related feedback from the public, including positive feedback, complaints, and suggestions for improvement, can be provided in-person (at OLT's Public Reception desk), over the phone (via OLT's Public Inquiry hotline), or by email (at OLT.Coordinator@ontario.ca).
- OLT will also consult with its staff on how to remove barriers to OLT's services and in the workplace. This function will be part of OLT's Joint Health and Safety Committee's mandate.

Accessibility Compliance Reporting

- OLT's multi-year Accessibility Plan will be posted to its website in an accessible format in English and French.
- In accordance with the AODA, the OLT will prepare and submit an Accessibility Compliance Report every two years to the Accessibility for Ontarians with Disabilities Division in the Ministry for Seniors and Accessibility.

Contact Us

For more information on this Accessibility Plan or to request a copy of this document in an alternate format please contact the OLT at:

- Email: OLT.Coordinator@ontario.ca
- Tel: (416) 212-6349 or toll free (866) 448-2248
- TTY: (800) 855-1155 via Bell relay
- See also: The OLT's [Accessibility Policy](#).

Accommodation requests are managed by OLT's Accessibility Coordinator at
OLT.Coordinator@ontario.ca