Pay Equity Commission

Pay Equity Office

180 Dundas Street West
Suite 300
Toronto, ON M7A 2S6

Telephone: 416-314-1896
1-800-387-8813
TTY: 416-212-3991
1-855-253-8333
Facsimile: 416-314-8741

Website: www.payequity.gov.on.ca

Commission de l'équité salariale

Bureau de l'équité salariale

180, rue Dundas Ouest
Bureau 300
Toronto (Ontario) M7A 2S6

Téléphone : 416 314-1896
1 800 387-8813
ATS : 416 212-3991
1 855 253-8333
Télécopieur : 416 314-8741

Site Web : www.payequity.gov.on.ca

Providing Goods and Services to People with Disabilities

1. Our Mandate

The Pay Equity Commission (the Commission) was established by section 27 of the Pay Equity Act, R.S.O, 1990, c.P.7. Its purpose is to redress gender discrimination in the compensation of workers employed in female job classes in Ontario and to ensure 'equal pay for work of equal value'.

The Commission consists of two separate and independent bodies: The Pay Equity Office (PEO), headed by the Commissioner, and the Pay Equity Hearings Tribunal (the Tribunal), headed by the Chair. Both the Commissioner and the Chair are appointed by the Lieutenant Governor in Council.

Section 33 of the Act sets out the specific responsibilities of the PEO:

> (1) The Pay Equity Office is responsible for the enforcement of this Act. R.S.O. 1990, c. P.7, s. 33 (1); 1993, c. 4, s. 20 (1).
>
> (2) Without limiting the generality of subsection (1), the Pay Equity Office,
>
> > (a) may conduct research and produce papers concerning any aspect of pay equity and related subjects and make recommendations to the Minister in connection therewith;
> >
> > (b) may conduct public education programs and provide information concerning any aspect of pay equity and related subjects;
> >
> > (c) shall provide support services to the Hearings Tribunal;

(d) shall conduct such studies as the Minister requires and make reports and recommendations in relation thereto;

(e) shall conduct a study with respect to systemic gender discrimination in compensation for work performed, in sectors of the economy where employment has traditionally been predominantly female, by female job classes in establishments that have no appropriate male job classes for the purpose of comparison under section 5 and, within one year of the effective date, shall make reports and recommendations to the Minister in relation to redressing such discrimination; and

(f) shall prepare and make available to employers a form of notice to be posted under subsection 7.1 (1). R.S.O. 1990, c. P.7, s. 33 (2);1993, c. 4, s. 20 (2).

The Minister of Labour, Immigration, Training and Skills Development represents the PEO and the Tribunal in Cabinet and its Committees, in the Legislative Assembly and before Committees of the Legislature.

The Minister is accountable to the Legislature for the PEO's and the Tribunal's fulfillment of their mandates, and their compliance with statutes and government administrative policies. The Minister is also responsible for the review and approval of their Business Plans and Annual Reports.

2. Our Commitment to Service

In fulfilling our mandate, the PEO works at all times to provide our goods and services in a way that respects the dignity and independence of people with disabilities. Commissioner and staff are committed to giving people with disabilities equal opportunity to access our goods and services and to allowing them to equally benefit from the same services, in the same place and in a similar way as other customers.

Our ongoing Commitment to Service is:

We, the staff of the Pay Equity Office, in full compliance with the spirit, intent and provisions of the Ontario Human Rights Code, are committed to providing the highest quality customer service.

This statement of our commitment reflects our best efforts to provide excellent customer service, within the limits of our resources, by:

- being sensitive, aware and knowledgeable about the realities of prejudice and discrimination;
- recognizing and accommodating the diverse needs of our many client groups;
- providing accessible services, information and materials;
- acting on issues brought to the PEO as quickly as possible while maintaining the high quality of our work; and
- responding to questions, concerns and criticism in a prompt, fair and respectful way.

3. Providing Goods and Services to People with Disabilities

The PEO is committed to excellence in serving all customers, including those with disabilities, and will carry out our functions and responsibilities in an accessible manner. Each request for accommodation is assessed on a case-by-case basis.

In addition, we follow these steps:

3.1. Communication

We communicate with people with disabilities in ways that take their specific needs into account. We train staff how to interact and communicate with people with various types of disabilities.

We train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly. If communication over the telephone is not suitable or available, the PEO will offer to communicate with customers in other ways including email, TTY and relay services.

The PEO will arrange and pay for sign language interpretation, captioning or other disability-related communication services for its meetings and public events, in advance or upon request depending on the audience. (Any requests should be made as early as possible due to the high demand for these types of services across the province.)

3.2. Assistive Devices

The PEO ensures that our staff are trained and familiar with various assistive devices that may be used by customers while accessing our goods or services.

The PEO only uses facilities for meetings and public events that are accessible for people with disabilities who use mobility aids and devices or have other facility-related needs.

Customers are encouraged to contact the PEO (staff involved) as early as possible if any special arrangements are required.

3.3. Accessible Documents

All the PEO's public documents, including correspondence and publications, are available in electronic format. PEO publications are released simultaneously in electronic format and made available on our PEO website which meets W3C Web Content Accessibility Guidelines.

All documents created by the PEO are available, upon request, in other alternate formats, such as Braille, to accommodate disability-related needs. The PEO will tell the individual when the document will be available in the requested format.

3.4. Scent Sensitive Office

Due to health concerns related to exposure to scented products, such as perfumes and colognes, staff and visitors are asked to be considerate in their use of such products when visiting the PEO office; they should be aware they may be asked to not use such products should this be required to accommodate individuals with environmental sensitivities.

4. Use of Service Animals and Support Persons

We welcome people with disabilities who are accompanied by a service animal or a support person. We will ensure that staff are properly trained on how to interact with people with disabilities who are accompanied by a service animal or a support person.

5. Notice of Temporary Disruption

The PEO will inform customers if there is a planned or unexpected disruption in the facilities or services usually used by persons with disabilities. This notice will include information about the reason for the disruption, how long it may last, and what other facilities or services are available.

This information will be placed on our automated phone system and at the entrance to our offices on the 3rd Floor at 180 Dundas Street West, Toronto. If visitors are expected, we will do our best to let them know about any disruption including waiting outside the offices for those visitors to help them as needed.

6. Training for Staff

The PEO provides training for the Commissioner and staff so that they understand the PEO accessibility policy, the Accessibility Standards for Customer Service, other Ontario accessibility standards; and the how to interact and communicate with people with disabilities and how to respond to requests for accessibility and accommodation.

The PEO trains every person as soon as practicable after being hired and provide training in respect of any changes to the policies.

Training includes:

- purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standards
- our policies related to the Customer Service Standards
- how to interact and communicate with people with various types of disabilities
- how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- how to use the equipment or devices available on-site or otherwise that may help with providing goods, services or facilities to people with disabilities. These include:
    - list of equipment and devices
    - what to do if a person with a disability is having difficulty in accessing our organization's goods, services or facilities.

The PEO maintains records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

7. Feedback Process

The PEO strives to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are appreciated.

Feedback may be made in writing, by telephone, TTY or email to the:

Pay Equity Office
180 Dundas Street West, Suite 300
Toronto, ON M7A 2S6

Tel: 416-314-1896
Toll Free: 1-800-387-8813
TTY Toll Free: 1-855-253-8333
Fax: 416-314-8741
Email: AskPayEquity@ontario.ca

The Director or a delegate will review the customer feedback, investigate the situation, attempt to resolve it and provide a response within 14 business days of receiving the information.

8. Modifications to This or Other Policies

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.