



# **Ontario Pension Board**

## **Multi-Year Accessibility Plan (2013-2015)**

In Compliance with O. Reg. 191/11 Integrated Accessibility Standards

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**December 18, 2012**

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## Introduction

Ontario Pension Board (“OPB”) was established under the Public Service Pension Plan Act to administer both the Public Service Pension Plan (the “PSPP”) and the Public Service Pension Fund. The PSPP represents approximately 80,000 Contributing Members, Retired Members and Former Members with future pension entitlements.

OPB’s mission is to:

- Protect the long-term vitality of the PSPP
- Invest the PSPP’s assets to maximize returns within acceptable risk parameters
- Keep contribution levels reasonably stable and affordable
- Deliver superior cost-effective service to all clients and stakeholders so that they can realize the full value from their participation in the PSPP.

OPB also administers the insured benefits program for retired members of the PSPP as well as the administration of the Supplementary Pension Plan of the PSPP, the Supplementary Pension Plan for Justices of the Peace as well as the Provincial Judges Pension Plan. OPB’s commitment to service excellence extends to all clients and stakeholders regardless of the Plan in which they participate.

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) was enacted to develop, implement, and enforce Accessibility Standards in order to achieve accessibility throughout Ontario by the year 2025. This legislation is the first of its kind in Canada. Accessibility Standards include the Accessible Customer Service Standard (O. Reg. 429/07), the Integrated Accessibility Standard – including the areas of Information & Communication, Transportation and Employment (O. Reg. 191/11) and the Accessible Built Environment which has not yet been regulated.

OPB is committed to meeting the accessibility needs of the Contributing Members, Retired Members, Former Members and other Stakeholders of the pension plans OPB administers (hereafter referred to as Clients) and its employees. In 2009, we implemented the Customer Service Standard, under which we:

- established an Accessible Client Service Policy and Feedback Process
- set standards for the production of information in alternate formats where requested
- provided for public notice of our policies and options for receiving information in alternate formats
- enhanced our procurement processes for evaluating accessibility requirements
- trained our employees and on-site service providers in providing accessible goods and services.

We continue to be responsive to changing Client and employee expectations and continuously evaluate how best to support the needs of persons with disabilities when making changes to our services and systems.

The Integrated Accessibility Standard outlines a number of expectations for accessibility. One of these expectations concerns accessibility to information and communication produced by OPB. This includes accessible print information, accessible website information, accessible communication methods, and ensuring employees are appropriately trained. As introduced by OPB when implementing the Customer Service Standard, information is made available in alternate formats, and accessible communication supports (e.g. Bell Relay service) are provided, upon request. Fully accessible website information will be introduced over time.

Another expectation concerns accessibility of employment. OPB provides people with disabilities access to recruitment and job description information in alternate formats upon request. Interviewing and selection processes are also accessible to candidates with disabilities upon request. OPB provides employee accommodation upon request.

Under the Integrated Accessibility Standard, OPB must develop a multi-year accessibility plan to identify and address barriers to information and communication and employment for people with disabilities. Accessibility allows OPB the opportunity to provide service excellence to all its Clients and to create an inclusive culture for employees and service partners.

OPB is pleased to present its Multi-Year Accessibility Plan (2013-2015). This Plan identifies the steps OPB has taken and will continue to take to ensure its goods, services and opportunities are accessible to all people of all abilities.

## Accessible Information and Communication

Desired Outcome	Activities to Remove Barriers and Achieve Outcome	2012	2013	2014	2015	2015+
<ul style="list-style-type: none"> <li>• Employees provided greater accessibility in the workplace. Employees with disabilities provided assistance in emergency evacuation upon request.</li>   <li>• Clients and general public have equal access to information and service. Service barriers reduced or eliminated.</li>   <li>• Clients and employees have greater access to providing feedback thereby reducing barriers to communication. Ontario Pension Board is able to be more responsive to Client and employee needs and to improve communication with, and service to, Clients.</li>   <li>• Equal access to employment information; reduced barriers in employment.</li>   <li>• Ensure barriers are addressed and prevented.</li> </ul>	<ul style="list-style-type: none"> <li>• Employees offered individualized emergency response assistance. Employee Emergency Response Plan revised and individual employee emergency response plans developed where requested.</li>   <li>• OPB engaged an Alternate Format Service Provider to provide alternate formats upon request. OPB is able to receive and provide information in a variety of formats including large print, e-text, audio, DAISY and braille.</li>   <li>• Improve OPB's Feedback Mechanism/Policy by ensuring Clients and employees are aware OPB has a fully accessible feedback process and developing written procedures for dealing with alternate format requests and service feedback.</li>   <li>• Alternate formats provided to employees with disabilities upon request including information needed to perform employee's job, information generally available in workplace.</li>   <li>• OPB enhanced the accessibility requirements in its Procurement Procedures.</li>   <li>• Review Procurement Procedures and tools to support accessibility planning.</li> </ul>	<p style="text-align: center;">√</p> <p style="text-align: center;">√</p> <p style="text-align: center;">√</p> <p style="text-align: center;">√</p>		<p style="text-align: center;">√</p>		<p style="text-align: center;">√</p>

## Accessible Information and Communication

Desired Outcome	Activities to Remove Barriers and Achieve Outcome	2012	2013	2014	2015	2015+
<ul style="list-style-type: none"> <li>Communicate Ontario Pension Board's commitment to accessibility for all Clients, employees and the general public.</li> </ul>	<ul style="list-style-type: none"> <li>OPB updated its Accessibility Policy to comply with the Integrated Accessibility Standard.</li> <li>Communicate Policy to Clients, employees and public – via website, intranet, printed materials, and/or mailed inserts.</li> <li>Review OPB's Accessibility Policy annually.</li> <li>Develop a Multi-Year Accessibility Plan in consultation with persons with disabilities; adjust as needed. Release final Plan and make available in alternate formats upon request.</li> <li>Survey Clients and employees on OPB's accessibility.</li> <li>Prepare and make public an Annual Report Card on the implementation of OPB's Multi-Year Accessibility Plan.</li> </ul>	<p>√</p> <p>√</p> <p>√</p>	<p>√</p> <p>√</p>	<p>√</p> <p>√</p>	<p>√</p> <p>√</p>	<p>√</p> <p>√</p>

## Accessible Information and Communication

Desired Outcome	Activities to Remove Barriers and Achieve Outcome	2012	2013	2014	2015	2015+
<ul style="list-style-type: none"> <li>Ensure Ontario Pension Board web information is accessible to all Clients, employees and members of the public.</li> </ul>	<ul style="list-style-type: none"> <li>Convert Client Service forms on OPB’s website to an accessible format.</li> <li>Ensure all new websites implemented after January 1, 2014, and web content on those sites, conform to at minimum WCAG 2.0 Level A requirements. Level AA compliance is required on all OPB websites by January 1, 2021. (This activity relates to websites OPB controls or is able to control through a contractual relationship with a third party.)</li> <li>Conduct website(s) accessibility audit. Audit to review for both WCAG 2.0 Level A and Level AA compliance.</li> <li>Review accessibility of web-based applications used in OPB’s operations.</li> <li>Include accessibility provisions in procurement documents and service contracts for any new web-based applications.</li> </ul>	<p>√</p> <p></p> <p>√</p>	<p>√</p> <p></p> <p></p> <p>√</p>	<p></p> <p>√</p> <p></p> <p>√</p>	<p></p> <p>√</p> <p>√</p> <p>√</p>	<p></p> <p>√</p> <p></p> <p>√</p>

## Accessible Information and Communication

Desired Outcome	Activities to Remove Barriers and Achieve Outcome	2012	2013	2014	2015	2015+
<ul style="list-style-type: none"> <li>Improve employee awareness of accessibility and tools to support accessible services.</li> <li>Ensure all Ontario Pension Board information and communication is available in alternate format and accessible communication support</li> </ul>	<ul style="list-style-type: none"> <li>Phase-in accessible Information and Communication Training to Ontario Pension Board employees (i.e. accessible web info, accessible print info, how to create in-house accessible documents and PDF's, alternate formats and their uses).</li> <li>Provide Accessible Customer Service Refresher training to all OPB employees.</li> <li>Create an Accessible Style Guide including standardized templates for accessible word processing, accessible PDF's and accessible web-based materials to assist in the provision of alternate formats in a timely manner.</li> <li>Provide accessible template procedural refresher training and other accessible communication refresher training as needed.</li> <li>Inventory organizational material and develop plans for conversion into accessible formats where required.</li> <li>Purchase TTY and establish TTY phone number and protocol.</li> </ul>		√	√	√	√



## Accessibility in Employment

Desired Outcome	Activities to Remove Barriers and Achieve Outcome	2012	2013	2014	2015	2015+
<ul style="list-style-type: none"> <li>• Ensure employment with Ontario Pension Board is accessible.</li> </ul>	<ul style="list-style-type: none"> <li>• Develop an Employment Accommodation Policy and procedure(s), including accommodating applicants with disabilities when recruiting new employees.</li> <li>• Provide training regarding the Integrated Accessibility Standard and the Ontario Human Rights Code as appropriate to existing employees; such as OPB's Accessibility Policy and Employment Accommodation Policy and procedures.</li> <li>• Provide notice regarding the availability of accommodation for applicants with disabilities during a recruitment process. Provide accommodation to applicants selected to participate in an assessment or selection process.</li> <li>• Provide accommodation to new or existing employees with disabilities, including those requiring accommodation when returning to work from absences due to disability, via documented accommodation plans.</li> <li>• Ensure new and returning employees are aware of OPB's :               <ul style="list-style-type: none"> <li>○ Accessibility Policy;</li> <li>○ Accommodation Policy and Procedures; and</li> <li>○ Emergency Response and Evacuation Support Procedures.</li> </ul> </li> </ul>	<p style="text-align: center;">√</p>	<p style="text-align: center;">√</p>	<p style="text-align: center;">√</p>	<p style="text-align: center;">√</p>	<p style="text-align: center;">√</p>

## Accessibility in Employment

Desired Outcome	Activities to Remove Barriers and Achieve Outcome	2012	2013	2014	2015	2015+
<ul style="list-style-type: none"> <li>Ensure employment with Ontario Pension Board is accessible</li> </ul>	<ul style="list-style-type: none"> <li>Review OPB's employment Life-Cycle to ensure all employment processes are fully accessible; such as Performance Management, Career Development and advancement and Redeployment processes.</li> </ul>		√			

## Accessible Office Environment

Desired Outcome	Activities to Remove Barriers and Achieve Outcome	2012	2013	2014	2015	2015+
<ul style="list-style-type: none"> <li>Improve accessibility within OPB 's office</li> </ul>	<ul style="list-style-type: none"> <li>Review and make improvements to OPB's reception area and reception desk.</li> <li>Install door opening devices on all entrances to/exits from OPB's office.</li> </ul>				√	
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