



Ontario Pension Board

Multi-Year Accessibility Plan
(2016-2018)

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

December 17, 2015

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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 83,500 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.

Subject to the provisions of the Public Service Pension Plan, OPB may also administer other pension plans or funds or insured benefits plans. Currently, OPB has established service agreements relating to several other plans on behalf of the Government of Ontario.

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 thereby improving opportunities for everyone to fully participate in society. Accessibility Standards include the Accessible Customer Service Standard (O. Reg. 429/07) and the Integrated Accessibility Standards Regulation (the “IASR”) covering the areas of Information & Communication, Transportation, Employment and the Design of Public Spaces (O. Reg. 191/11 and O. Reg. 413/12).

OPB publishes a Multi-Year Accessibility Plan to demonstrate its progress in preventing and removing barriers to accessibility and in meeting its obligations under the IASR.

Organizational Commitment

OPB is committed to meeting the accessibility needs of the Contributing Members, Retired Members, Former Members and other stakeholders of the pension and benefit plans OPB administers or otherwise supports under a service agreement with the Government of Ontario (hereafter referred to as Clients), our employees and the public at large. We commit to ensuring that persons with disabilities are not disadvantaged in any way from accessing quality and timely service or employment as a result of their disability. Our approach to accessibility is based upon the core principles of dignity, independence, inclusion, integration, responsiveness and equality of opportunity. We are committed to meeting the needs of persons with disabilities in a timely manner, and do so by preventing and removing barriers to accessibility and meeting the

accessibility requirements under the AODA. OPB respects and supports the Ontario Human Rights Code.

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; and
- trained our employees and on-site service providers in providing accessible goods and services.

We are responsive to the feedback we receive from our clients and employees. For example, we introduced an alternative to CAPTCHA technology on our pre-existing client e-Services portal to permit clients who use screen readers to independently access the portal. We also ask clients invited to meetings and information sessions whether they require any accommodation to ensure we are able to meet their expectations.

Since the introduction of the Customer Service Standard and the Integrated Accessibility Standard Regulation, we have implemented the requirements of both Standards as they became relevant to our operations; for example, we reviewed our programs and documented our processes to ensure accessibility of our recruitment process and our employment life cycle. Our employees have been trained on accessible customer service, the IASR and on the Human Rights Code as it relates to their role and responsibilities. We also continue to consider accessibility when we procure goods, services and facilities – a recent example was embedding accessibility features into the design of our new e-Services portal for communicating with employer representatives involved in administering the PSPP.

Multi-Year Accessibility Plan (2016-2018)

Under the IASR, OPB must develop a multi-year accessibility plan to identify and address barriers to information and communication and employment for people with disabilities. Our first Multi-Year Accessibility Plan 2013-2015 was published December 18, 2012. Our annual status reports are available on our opb.ca website.

OPB is pleased to present its 2016-2018 Multi-Year Accessibility Plan. This Plan identifies the steps OPB will continue to take to meet its obligations under the AODA and ensure its goods, services, facilities and employment opportunities are accessible to all people of all abilities.

Accessible Client Service

OPB is committed to providing accessible customer service to all of our clients. We will continue to maintain and annually review our Corporate Accessibility Policy and Feedback Mechanism and take steps to ensure our clients, employees and the public are aware of them – via website, intranet, printed materials, and/or mailed inserts.

We will continue to be responsive to client and employee feedback, ascertain whether any accommodation is needed in order for clients to receive services and participate in meetings and information sessions (whether online or in person), provide accommodation in a timely manner after consulting with the client on the suitability of accommodation. We will ensure our employees receive training upon hire as well as refresher training on a regular basis to support accessible service delivery.

We will continue to produce quarterly accessibility reports for our senior management so they appreciate the results our efforts are contributing to make our services accessible. We will continue to identify any areas requiring attention based on the feedback of our clients and employees to ensure any service barriers are reduced or eliminated.

Accessible Information and Communication

The IASR 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. OPB is committed to making its information and communications accessible to everyone.

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. We will continue to prepare alternate formats when they are required in a timely manner and consult with the person making the request to determine the suitability of an alternate format or communication support.

We will continue to focus on posting new web information in an accessible format for our clients, employees and members of the public. We have also started the process of converting all pre-existing pension forms and information booklets on our opb.ca website into accessible formats. We will continue this conversion process.

We will continue to include accessibility provisions in procurement documents and service contracts for any new web-based applications to ensure they conform to at minimum WCAG 2.0 Level A requirements as required by the IASR. 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.) In support of this, we will conduct website(s)

accessibility audits to review for both WCAG 2.0 Level A and Level AA compliance when developing new websites.

OPB has 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. When our existing contract is up for renewal, we will review our accessibility requirements and ensure we can continue to meet our ongoing needs for alternate formats either internally or externally.

Accessibility in Employment

OPB is committed to fair and accessible employment practices. In doing so, we:

- actively offer accommodation to applicants with disabilities in our recruitment process; our recruitment notices provide information about the availability of accommodation and all those invited for interviews and testing are notified that accommodation is available upon request;
- provide new employees with information on our accessibility practices, which include accommodation upon request, as soon as practicable upon starting employment;
- consult with a person requesting accommodation to determine the suitability of an accessible format or communication support;
- provide accommodation to existing employees as required when returning to work from absences due to disability, via documented individualized accommodation plans;
- ensure both new and returning employees are aware of OPB's :
 - Accessibility Policy;
 - Accommodation Policy and Procedures; and
 - Emergency Evacuation and Support Procedures including practices for persons requiring assistance during an emergency;
- offer employees individualized emergency response assistance and ensure our Employee Emergency Response Plan and individual employee emergency response plans are maintained current;
- provide alternate formats to employees with disabilities upon request including information needed to perform employee's job and information generally available in workplace; and
- train employees on the requirements of the IASR and on the Human Rights Code as it relates to persons with disabilities and conduct refresher training at regular intervals.

We will continue with these practices and regularly review them to ensure we're meeting the needs of our employees and any legislative amendments. We will also ensure any changes in our

employment practices continue to meet our obligations under the IASR and support an accessible employment life-cycle including practices relating to Performance Management, Career Development and advancement and Redeployment.

Accessible Emergency Information

OPB is committed to ensuring both clients and employees have access to its emergency response procedures when requested. Our team of emergency response personnel will continue to be trained on how to provide emergency services to persons requiring accommodation and individualized emergency response plans will continue to be developed for persons requiring assistance during an emergency based on the specific needs of the person requiring accommodation.

Training

OPB's training program ensures that all persons receive training as required by the Accessibility Standards for Customer Service and the Integrated Accessibility Standards. Every person who deals with OPB's clients, provides goods, services or facilities to employees, or who participates in developing OPB's policies, practices and procedures governing the provision of services to its clients, including OPB employees (full time, part time, seasonal or contract) and OPB's agents who provide service on behalf of OPB, will receive training regarding the provision of goods, services or facilities to persons with disabilities in a manner required by the Accessibility Standards for Customer Service and the Integrated Accessibility Standards (as appropriate). Refresher training continues at regular intervals and includes training on providing accessible customer service, OPB's feedback process, and how to make information and communication accessible. Additional training will be delivered on an as needed basis.

Procurement

Accessibility criteria and features are, and will continue to be considered, in the procurement or acquisition of goods, services or facilities except where it is not practicable to do so. Where applicable, procurement documents will specify the desired accessibility criteria to be met and provide guidelines for the evaluation of proposals in respect of those criteria. If OPB determines that it is not practicable to incorporate accessibility criteria and features when procuring or acquiring specific goods, services or facilities, OPB will provide a written explanation upon request. OPB will regularly review its procurement procedures and tools to support accessibility planning.

Accessible Office Environment

When OPB plans new office space or makes any significant amendments to its office layout, accessibility will be considered. In doing so, we commit to meeting the Accessibility Standards for the Design of Public Spaces when building new or redeveloping existing public spaces, such as service counters and waiting areas. We also commit to the maintenance of any accessibility elements in our public spaces and will develop and maintain procedures for preventative and emergency maintenance of those elements. We will also develop and maintain procedures for temporary disruptions when those elements are not in working order.

As part of any planning for meetings with clients and stakeholders, we also commit to ensuring we identify and accommodate the needs brought forward by the meeting participants.

Any feedback on the accessibility of OPB's offices will be reviewed and service improvements considered as part of its annual business planning and budgeting process.

Monitoring and Reporting

OPB will prepare a Multi-Year Accessibility Plan on a triennial basis in consultation with persons with disabilities – our next plan will be for the period 2019-2021. Our plans will be made available in alternate formats upon request.

We will continuously monitor our movement towards meeting the objectives set out in our Multi-Year Accessibility Plan and adjust our priorities based on the feedback of our clients and changes in accessibility legislation. We will prepare and make public an Annual Report Card on the implementation of our Plan.

OPB is required to file regular accessibility reports with the Accessibility Directorate of Ontario. These are, and will continue to be, filed according to the Directorate's schedule and content requirements. Starting in 2015, our accessibility reports are filed with our responsible Ministry who in turn files a report with the Directorate. A copy of our accessibility reports will be made available to anyone who requests a copy.

We will review our Corporate Accessibility Policy annually and amend it as necessary to maintain alignment with any changes in accessibility legislation and internal standards.

For more information on this Multi-year Accessibility Plan, or to request an accessible format of this document, please contact:

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