



**Ontario Pension Board**  
**Multi-Year Accessibility Plan (2013-2015)**  
**Progress Report for the year ended December 31, 2014**

Accessible Information and Communication		
Desired outcome	Activities to remove barriers and achieve outcome	Status
Employees with disabilities provided assistance in emergency evacuation.	<ul style="list-style-type: none"> <li>Employees offered individualized emergency response assistance with individual employee emergency response plans developed where requested.</li> </ul>	<ul style="list-style-type: none"> <li>OPB continues to offer individualized emergency response assistance to employees which considers the specific needs of the employee during an emergency.</li> </ul>
Clients and general public have equal access to information and service. Service barriers reduced or eliminated.	<ul style="list-style-type: none"> <li>In 2012, 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> </ul>	<ul style="list-style-type: none"> <li>OPB converts information into accessible formats upon request.</li> </ul>
Clients and employees have greater access to providing feedback thereby reducing barriers to communication. OPB is able to be more responsive to Client and employee needs and to improve communication with, and service to, Clients.	<ul style="list-style-type: none"> <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> </ul>	<ul style="list-style-type: none"> <li>OPB maintains a fully accessible feedback process and procedures supporting requests for alternate formats. Information for Clients is available on OPB's internet. Employees have been provided with information on its policies and procedures.</li> </ul>
Equal access to employment information; reduced barriers in employment.	<ul style="list-style-type: none"> <li>Alternate formats provided to employees with disabilities upon request including information needed to perform employee's job, information generally available in workplace.</li> </ul>	<ul style="list-style-type: none"> <li>OPB maintains accommodation practices which meet the requirements of the AODA. Information is converted into accessible formats upon request.</li> </ul>
Ensure barriers are addressed and prevented.	<ul style="list-style-type: none"> <li>Consider accessibility criteria and features when developing procurement documents and service contracts incl. for any new web-based applications.</li> <li>Review procurement procedures and tools to support accessibility planning.</li> </ul>	<ul style="list-style-type: none"> <li>OPB continues to review accessibility criteria and features when procuring goods, services and facilities.</li> <li>OPB's procurement procedures and tools continue to meet OPB's needs in meeting its obligations under the AODA.</li> </ul>

## Accessible Information and Communication

Desired outcome	Activities to remove barriers and achieve outcome	Status
Communicate OPB 's commitment to accessibility for all Clients, employees and the general public.	<ul style="list-style-type: none"> <li>OPB updated its Accessibility Policy to comply with the Integrated Accessibility Standard and commits to review its Accessibility Policy annually.</li> </ul>	<ul style="list-style-type: none"> <li>OPB's accessibility Policy was revised in 2012 for the new requirements of the Integrated Accessibility Standard which came into effect on Jan 1, 2012. OPB revised its Accessibility Policy in each of 2013 and 2014 to comply with new requirements of the Integrated Accessibility Standard which came into effect for OPB on Jan 1<sup>st</sup> of the following year.</li> </ul>
	<ul style="list-style-type: none"> <li>Communicate Policy to Clients, employees and public – via website, intranet, printed materials, and/or mailed inserts.</li> </ul>	<ul style="list-style-type: none"> <li>Employees were provided with information on its revised 2013 accessibility policies and new employees receive accessibility training as part of their employee onboarding. OPB's Accessibility Policy is available on OPB's website.</li> <li>Under the AODA, OPB is required to submit a bi-annual report to the Government of Ontario on its compliance with the requirements of the AODA. A copy of the report details was posted to OPB's website in October 2013 – the next report will be filed late 2015.</li> </ul>
	<ul style="list-style-type: none"> <li>Prepare and make public an Annual Report Card on the implementation of OPB's Multi-year Accessibility Plan.</li> </ul>	<ul style="list-style-type: none"> <li>OPB prepares and posts its progress report to its public website.</li> </ul>
Ensure OPB information is accessible to all Clients, employees and members of the public.	<ul style="list-style-type: none"> <li>Convert Client Service forms on OPB's website to an accessible format.</li> </ul>	<ul style="list-style-type: none"> <li>OPB continues to convert Client Forms available on its website to an accessible format. As at December 31, 2014, all but 5 bar-coded forms (requiring systems integration development and testing) have been converted; work continues to make all forms on OPB's website available in an accessible format.</li> <li>4 Client booklets are now available in a fully accessible format on OPB's website.</li> </ul>
	<ul style="list-style-type: none"> <li>Inventory existing organizational material and develop plans for conversion into accessible formats, where required.</li> </ul>	<ul style="list-style-type: none"> <li>This initiative will be included in OPB's 2016-2018 Multi-year Accessibility Plan.</li> </ul>

## Accessible Information and Communication

Desired outcome	Activities to remove barriers and achieve outcome	Status
Improve employee awareness of accessibility and tools to support accessible services.	<ul style="list-style-type: none"> <li>Phase-in accessible Information and Communication Training to OPB 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> </ul>	<ul style="list-style-type: none"> <li>Pre-2013, training focused on OPB's Stakeholder Relations Branch. Since then, awareness has been improved with a focus on executive assistants and employees involved in compliance activities. For example, corporate policies are now being created in fully accessible formats.</li> </ul>
	<ul style="list-style-type: none"> <li>Provide Accessible Customer Service refresher training to OPB employees.</li> </ul>	<ul style="list-style-type: none"> <li>Refresher training has been deferred to 2015.</li> </ul>

## Accessibility in Employment

Desired outcome	Activities to remove barriers and achieve outcome	Status
Ensure employment with OPB is accessible.	<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> </ul>	<ul style="list-style-type: none"> <li>An Accommodation Policy and procedures compliant with the requirements of the IASR were developed in 2013. Notice to applicants with disabilities was posted in all recruitment notices starting in 2014.</li> </ul>
	<ul style="list-style-type: none"> <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> </ul>	<ul style="list-style-type: none"> <li>In 2013, OPB employees were trained on the requirements of the IASR and the Human Rights Code as it relates to people with disabilities. This training is included in any new employee's onboarding. Employees were given information on OPB's employment policies and procedures and are made available online for ongoing reference.</li> </ul>
	<ul style="list-style-type: none"> <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> </ul>	<ul style="list-style-type: none"> <li>OPB continues to provide accommodation for employees with disabilities in a documented, individualized accommodation plan.</li> </ul>
	<ul style="list-style-type: none"> <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</li> <li>Emergency Response and Evacuation Support Procedures.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>These items remain a key component of OPB's orientation program for both new and returning employees.</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>	<ul style="list-style-type: none"> <li>During 2013, OPB's full employment Life-Cycle was reviewed to ensure it was fully accessible.</li> </ul>