



Ontario Pension Board
Multi-Year Accessibility Plan (2016-2018)
Progress Report for the year ended December 31, 2016

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 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 are committed 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.

OPB prepared a Multi-Year Accessibility Plan for the period 2016-2018 and posted it to our public website. This report provides information on the steps we took in 2016 and continue to take to make our goods, services and facilities accessible.

Accessible Client Service

In 2016, we continued to provide accessible goods and services to our clients and the general public. We were attentive to ensuring new or revised documents posted to our public website were prepared in an accessible format. In addition, information was provided in accessible formats, or with communication supports, upon request and we continue to flag ongoing requests for alternate formats and communication supports in our client accounts so that we can be proactive when communicating with our clients. All requests and feedback were addressed in a timely manner.

Information on obtaining alternate formats of documents, or communications supports is available on our website(s). Information is also available in many of our publications posted thereon, in printed materials, and/or mailed inserts.

OPB's Corporate Accessibility Policy was revised in 2016 to reflect amendments to the Integrated Accessibility Standards Regulation O. Reg. 191/11 (the "IASR"), which was amended to incorporate the provisions of the Customer Service Standard Regulation O. Reg. 429/07. We also amended our training policy and feedback process to ensure they remained current and appropriate. Our employees have continuing access to our accessibility policies and procedures, and receive accessibility training as part of their onboarding upon hire and as otherwise required by OPB's learning programs.

We continued to produce quarterly accessibility reports for our senior management. These reports outline feedback received as well as steps we're taking to improve our accessibility and maintain compliance with the IASR.

Accessible Information and Communication

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

We continue to focus on posting new web content in an accessible format for our clients, employees and members of the public. For example, corporate policies, business plans and other documents posted on OPB's Open Government web page are created in accessible formats.

Information was made available in alternate formats upon request and in a timely manner. We consulted with the person making the request to determine the suitability of the alternate

format. We continue to rely on Bell Relay and other similar services when required in providing service to people who are deaf, deafened, hard of hearing, or who have speech disabilities.

Accessibility in Employment

OPB is committed to fair and accessible employment practices and our full employment life-cycle continues to remain accessible.

Notice of accommodation for applicants with disabilities was included in all recruitment postings in 2016; those invited for interviews and testing were actively offered accommodation. New employees were provided with information on our accessibility policy and practices as well as our emergency evacuation and support procedures. Our policies and procedures are available for ongoing reference on our employee intranet.

Employees who required accommodation were provided with individualized accommodation plans and modified work space and tools as necessary for completing their work; accommodation was determined in consultation with the individual to ensure it was suitable to their particular circumstances.

Accessible Emergency Information

We continue to provide corporate communication and Intranet updates about the availability of accommodation during an emergency. Corporate emergency response plans, and employees' individualized emergency response plans, were revised as needed. OPB's emergency response team receives updates and training to support the specific needs of persons requiring accommodation/assistance during emergencies.

Training

New employees and temporary staff who started with OPB in 2016 received accessibility training that met the requirements of the IASR. Our contracts with third parties bind them to meeting their obligations to us under the AODA and the IASR, and we periodically review their compliance to these requirements.

In 2016, lunch'n'learn training was provided on how to create accessible documents (e.g. Word, PPT, PDF and accessible content within emails).

Procurement

OPB's procurement procedures and tools continue to support OPB's obligations under the AODA. Our bid documents and contracts require that third-party service providers meet their obligations under the AODA and the IASR.

We review accessibility criteria and features when procuring goods, services and facilities. Our bid documents lay out any specific accessibility requirements that may be required or desired when tendering for goods and services so that they become part of the evaluation process.

Accessible Office Environment

OPB is currently transitioning the day-to-day investment of the Public Service Pension Fund to the new Investment Management Corporation of Ontario (IMCO), which will manage pooled assets on behalf of the Workplace Safety Insurance Board and OPB. IMCO will be assuming part of OPB's current space. Accessibility has been considered during the space planning process and will be incorporated in the build of the space.

When scheduling meetings with clients and stakeholders, we provided notice of accommodation and took steps to ensure everyone could participate fully in the meetings.

Monitoring and Reporting

We 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. In 2016, we revised our accessibility policies based on changes in the regulations under the AODA.

Requesting an Alternate Format

This document is available in an alternate format upon request by contacting Kim Norton by phone at 416-601-3914 or by email at kim.norton@opb.ca.