



**Ontario Pension Board**

**Multi-Year Accessibility Plan  
(2022-2024)**

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

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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 more than 93,000 contributing members, retired members and former members with future pension entitlements.

OPB’s mandate includes:

- Protecting the long-term vitality of the PSPP;
- Ongoing oversight of PSPP’s assets, which are managed by the Investment Management Corporation of Ontario;
- Supporting the government’s efforts on the sustainability and affordability of public sector pension plans;
- Delivering superior client service to help members understand the value of the PSPP, make well informed decisions, and plan for retirement. This includes continuing to explore and implement digital services;
- Maintaining effective expense management oversight and controls to align with the government’s fiscal objectives and minimize administrative costs for our stakeholders; and
- Maintaining an effective system of internal controls and compliance to promote transparency, accountability, and alignment with the government’s fiscal objectives to ensure efficiency and sustainability.

Subject to the provisions of the PSPP, 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. The Integrated Accessibility Standards Regulation (the “IASR”) covers Accessible Customer Service, Information & Communication, Transportation, Employment and the Design of Public Spaces (O. Reg. 191/11).

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 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.

Our commitment to accessibility is demonstrated by the following actions:

- We established and maintain a Corporate Accessibility Policy and Accessible Client Service Feedback Process;
- We produce information in alternate formats and provide communication supports when requested, and in consultation with the person making the request to ensure the format or support meets their needs;
- Our accessibility policies and options for receiving information in alternate formats are available on our website and at our office;
- Our procurement processes provide for the evaluation of accessibility requirements and options;
- Our employees and on-site service providers are trained in providing accessible goods, services and facilities. A training policy is in place to support our accessibility program;
- OPB's offices were closed to our clients due to COVID-19 as of mid-March 2020. While primarily operating in a work from home model during COVID-19, we took steps to ensure that no one was disadvantaged from receiving service from us. This included making enhancements to our member e-services to facilitate uploading of documents for all types of transaction processing to avoid mailing by members who couldn't access those services. We also reviewed and expanded the types of transactions that could be completed by email and secure document upload.
- Clients invited to meetings and information sessions are asked whether they require any accommodation to ensure we are able to meet their expectations. With our shift to virtual meetings during COVID-19, our online meeting tools support closed captioning should that be required;
- We continue to invite and be responsive to feedback received from our clients and employees;

- In 2018, we implemented a new public website, which complies with WCAG 2.0 Level AA accessibility guidelines and features better contrast, a bigger font and screen-reader compatibility;
- In 2021, we launched new member e-services and employer portal, for employer representatives involved in administering the PSPP, which comply with WCAG 2.0 Level AA accessibility guidelines; and
- We believe open and honest dialogue around mental health and wellbeing is crucial to ensuring an accessible and productive workplace, strong working relationships and access to care and support when needed. We took, and continue to take, measures to advance the conversation around mental health and wellbeing to increase awareness of mental health matters and create a safe environment for these discussions. To reduce the impacts of COVID-19 and work from home on our employees' mental health and wellbeing, we launched online meeting tools to promote connectivity and inclusion and provided curated information, tips and supports to help them remain well and resilient. This included sessions with an external psychology instructor and resiliency expert on maintaining personal resilience. Additionally, we provided reminders on mental health resources and professional services available to them as an OPB Employee.

We continue to be vigilant to changes in accessibility standards, and will take steps to implement changes as they become relevant to our operations.

### **Multi-Year Accessibility Plan (2022-2024)**

Under the IASR, OPB must develop a multi-year accessibility plan to identify and address barriers to service, information and communication, facilities and employment for people with disabilities. Our Multi-Year Accessibility Plans starting with the period 2013-2015 and our annual status reports on these are available on our [opb.ca](http://opb.ca) website.

OPB is pleased to present its 2022-2024 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 service to everyone. 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) and provide accommodation in a timely manner after consulting with the client on the suitability of accommodation. We will review opportunities to better identify the accommodation needs of our clients in our systems to support our ability to deliver service and communications in the appropriate format or with the appropriate communication support.

We will ensure our employees, and other persons as required by the IASR, receive training upon hire as well as refresher training on a regular basis to support accessible service delivery.

We will continue to produce accessibility reports for our senior management so they appreciate the results of our efforts in making our services accessible. We will continue to identify 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.

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 requested in a timely manner and will 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 and revised information on our website(s) in an accessible format for our clients, employees and members of the public.

We will continue to include accessibility provisions in procurement documents and service contracts, ensuring that any new websites, website enhancements and web-based applications conform to at minimum WCAG 2.0 Level AA requirements as required by the IASR. We will be responsive to changes in any web accessibility requirements introduced by the IASR. In support of this, we will conduct website accessibility reviews against both WCAG 2.0 Level AA and WCAG 2.1 Level AA accessibility guidelines 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 including when:
  - the employee moves to a different location in the organization
  - the employee's overall accommodations needs or plans are reviewed, and
  - when we review our general emergency response policies;
- provide alternate formats to employees with disabilities upon request including information needed to perform their jobs and information generally available in the 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.

We remain vigilant to the impact of COVID-19 and work from home activities on our employees' mental health and wellbeing. We will continue to promote awareness on matters relating to mental health and wellbeing including mental health resources and professional services available to them as an OPB Employee. We will also continue to strengthen our ability to engage openly on mental health and wellbeing matters, understand the needs of employees, and provide tips, tools and supports proactively and in response to needs of employees.

## **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 and regularly reviewed 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 Integrated Accessibility Standards. Every person who deals with OPB's clients and the public, provides goods, services or facilities to employees, or who participates in developing OPB's policies, practices and procedures governing the provision of services to clients and the public, 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 IASR (as appropriate). Refresher training will occur at regular intervals and include 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 commit to ensuring we identify and accommodate 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 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 Ministry for Seniors and Accessibility. A copy of our accessibility reports will be made available on our [opb.ca](http://opb.ca) website.

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.

## **Requesting Additional Information or Alternate Formats**

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

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