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**Ontario Pension Board**

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**Multi-Year Accessibility Plan  
(2025-2027)**

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

# Ontario Pension Board 2025-2027 Multi-Year Accessibility Plan

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## Message from the President and CEO

On behalf of the Ontario Pension Board (OPB), I am pleased to share with you our Multi-Year Accessibility Plan (MYAP) for 2025-2027. At OPB, we are committed to fostering an inclusive, respectful, and welcoming environment where everyone feels supported and can fully participate and thrive. We treat our clients, employees, and the public at large in a respectful and non-discriminatory manner and ensure our services are accessible to everyone.

Our Multi-Year Accessibility Plan is a roadmap that outlines our dedication to identifying and removing bias and barriers, ensuring equal access to our services, facilities, and opportunities. This 2025-2027 Multi-Year Accessibility Plan builds upon our ongoing actions to advance accessibility as we continue to meet the accessibility requirements under the [Accessibility for Ontarians with Disabilities Act, 2005 \(AODA\)](#).

Thank you for your support as we continue working towards a more accessible and inclusive future.

Darwin Bozek  
President and CEO

# 1. Introduction

Created under the [Public Service Pension Plan Act](#), the Ontario Pension Board ("OPB") is responsible for administering the Public Service Pension Plan (the "PSPP") and management of the Public Service Pension Fund ("Fund") in accordance with the Public Service Pension Plan Act, and the [Pension Benefits Act](#). The Public Service Pension Plan serves approximately 100,000 contributing, deferred, and retired members and survivors with potential future pension benefits. You will find more information about OPB on our website at [opb.ca](#).

Our commitment to accessible client service and employment is steadfast and goes beyond the baseline compliance requirements of the following applicable accessibility law and regulation:

- The [Accessibility for Ontarians with Disabilities Act, 2005](#) (AODA) is the law that was established to create, apply, and enforce accessibility standards aimed at making Ontario fully accessible for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures, and premises on or before January 1, 2025, thus enhancing opportunities for everyone to engage fully in society.
- The [Integrated Accessibility Standards Regulation](#) (the "IASR") under the [Accessibility for Ontarians with Disabilities Act](#) establishes the accessibility standards for information and communications, employment, transportation, the design of public spaces, and customer service (O. Reg. 191/11).

## 2. Multi-Year Accessibility Plan (2025-2027)

### 2.1 Purpose of the Multi-Year Accessibility Plan

Under the Integrated Accessibility Standards Regulation, organizations across Ontario are required to develop and publish multi-year accessibility plans, update those plans at least every five years, and report on them annually. In compliance with the Integrated Accessibility Standards Regulation and to further OPB's commitment to accessibility, we have developed a Multi-Year Accessibility Plan to identify and address barriers to service, information, communication, facilities, and employment for people with disabilities. All of our past Multi-Year Accessibility Plans and annual status reports are available on our [opb.ca](#) website. The objectives of the Multi-Year Accessibility Plan are to remove accessibility barriers that can include any of the following:

- **Attitudinal barriers** include negative attitudes and assumptions about people with disabilities.

- **Systemic barriers** include policies and procedures that create barriers to full inclusion.
- **Information, communication, and technology barriers** include communication formats that are not available in accessible formats (e.g., screen reader compatible, braille, larger font, plain language, etc.).
- **Built and physical barriers** include elements in the physical environment that create barriers for people with disabilities (e.g., lack of a ramp or elevator to access different levels, door widths that prohibit access for users of mobility devices).

This Plan outlines OPB's strategy to prevent and remove barriers and the steps that we take to fulfill our responsibilities under the *Accessibility for Ontarians with Disabilities Act*, ensuring that OPB's goods, services, facilities, and employment opportunities are accessible to people of all abilities.

## 2.2 Organizational Commitment

OPB is dedicated to ensuring accessibility for all clients (plan members, the public and other stakeholders), and OPB employees. We strive to ensure people with disabilities have equal access to service and employment. Our accessibility strategy is based upon the core principles of dignity, independence, inclusion, integration, responsiveness, and equal opportunity for people with disabilities. We are committed to meeting the needs of people with disabilities in a timely manner and do so by preventing and removing barriers to accessibility and meeting the accessibility requirements under the *Accessibility for Ontarians with Disabilities Act*. OPB respects and supports the [Ontario Human Rights Code](#).

Our commitment to accessible client service and employment goes beyond the baseline compliance requirements of *the Accessibility for Ontarians with Disabilities Act* and the Integrated Accessibility Standards Regulation. This Multi-Year Accessibility Plan not only ensures compliance with the *Accessibility for Ontarians with Disabilities Act* and Integrated Accessibility Standards Regulation, but it also includes additional initiatives that have been suggested by our members and represent best practices.

## 2.3 Achievements to Date

OPB's previous Multi-Year Accessibility Plan (2022-2024) outlined several priorities to improve accessibility by removing barriers. This commitment has resulted in the following improvements, all of which have strengthened our capacity to provide services to people of all abilities:

- Established and maintained a [Corporate Accessibility Policy](#) and [Accessible Client Service Feedback Process](#).
- Created information in different formats and offered communication support upon request, consulted with individuals to ensure their specific needs were met.
- Information about our accessibility policies and options for obtaining materials in alternative formats can be found on our website and at our office.
- We provide employees with accessibility training and ensure that accessibility is embedded in our policies and procedures. For example, our procurement procedures include the assessment of accessibility needs during planning, and assurance of accessibility during procurement of goods and services.
- Our staff and on-site service providers are equipped with training to deliver accessible goods, services, and facilities. We have established a training policy to boost our accessibility initiatives.
- Improved our online member portal, making it easier to complete transactions online by expanding the range of transactions that can be completed via email and expanding the potential for virtual interaction with members.
- Members invited to meetings and information sessions are asked whether they require any accommodation to ensure we can meet their expectations. Our online meeting tools support closed captioning if required.
- We continue to invite and be responsive to feedback received from our clients and employees.
- OPB has partnered with a new ergonomic vendor to support and provide guidance to employees with approved ergonomic requirements.
- Our website complies with the [Web Content Accessibility Guidelines](#) (WCAG) 2.0 Level AA. The WCAG are the international standard for web accessibility.
- We launched our fully accessible member e-services and employer portals (for employer representatives involved in administering the Public Service Pension Plan). Both portals comply with WCAG 2.0 Level AA accessibility guidelines.
- Developed a website style guide to ensure that web content is accessible, user-friendly, and reduces “cognitive overload” when navigating the website. This guide continues to be updated on a regular basis.
- We continue to take measures to advance the conversation around mental health and well-being to increase awareness of mental health matters and create a safe environment for these discussions. We provide mental health resources to OPB employees as well as reminders about the professional services available to them.

- We improved our employee benefits, including expanded mental health services to support our employees with access and coverage to support getting the care they require.

### 3. Consultations with People with Disabilities

OPB members with disabilities were consulted as part of the creation of this Multi-Year Accessibility Plan. Not only was this consultation important to OPB, but it is a requirement of the Integrated Accessibility Standards Regulation. Through these consultations, we gained insights into the barriers they encounter when accessing OPB services and products, and how we can effectively overcome them. Key themes that emerged from this consultation include the following:

- **Accessibility and Communication:** Participants expressed a need for clearer, more accessible communication from OPB, including the use of plain language and definitions for technical terms. This is particularly important for people who have cognitive disabilities. Additional suggestions included providing post-interaction summaries of discussions with client service advisors, larger font options for website accessibility, closed captioning for virtual interactions, and ensuring virtual workshops use plain language
- **Member Portal and Website Usability:** Participants highlighted challenges they personally experienced with navigating the OPB website and registering for the member portal, suggesting improvements such as a clearer pathway for different types of users (active, retired, etc.), a simpler registration process, improved compatibility with mobile devices, and the inclusion of a toolkit or checklist of key documents for easier access.
- **Email and Virtual Communication:** The feedback on email correspondence was generally positive, with suggestions for ensuring alternative accommodations such as Teletypewriter (TTY) for those with hearing impairments and ensuring virtual workshops offer American Sign Language (ASL) interpretation. It was also suggested to offer captioning for virtual meetings.
- **In-Person Visits to OPB Offices:** Participants shared their personal experience visiting OPB offices, noting physical accessibility barriers but also positive aspects like spacious waiting areas and location near transit. They suggested improvements such as accessible buttons for doors, larger meeting rooms that can accommodate larger electric mobility devices, and clearer information on what to bring to meetings.

## 4. Proposed Multi-Year Accessibility Plan Initiatives

This section of the Multi-Year Accessibility Plan sets out the 2025-2027 initiatives that will further reduce potential barriers that clients face when accessing OPB's products and services.

### 4.1 Accessible Client Services

OPB is fully committed to the Customer Service Standards as outlined in the Integrated Accessibility Standards Regulation, ensuring that accessible public services are delivered to individuals with disabilities. OPB is dedicated to establishing and maintaining robust policies and procedures to support this essential requirement.

**Key outcome:** OPB clients (members as well as the public and other stakeholders) of all abilities receive seamless, dignified, and equitable access to barrier-free services from well-equipped front-line OPB employees.

#### **Initiatives:**

OPB is dedicated to delivering accessible services to all individuals. During the 2025-2027 period we will:

4.1.1. Consistently uphold and review our [Corporate Accessibility Policy](#) and [Accessible Client Service Feedback Process](#) each year. Additionally, we will actively inform our members, employees, and the general public about these resources through our website, intranet, printed materials, and/or mailed inserts.

4.1.2. Continue to obtain and address feedback from clients and employees, determining whether any accommodations are necessary for clients to access OPB services and engage in meetings or information sessions (virtually or in-person), and promptly providing appropriate accommodations where possible.

4.1.3. We will continue to ensure our employees and other individuals receive training as mandated by the Integrated Accessibility Standards Regulation, both when they join us and through periodic refresher training, to ensure the delivery of accessible services. See section [4.5 Training](#) for additional details.

4.1.4. Create accessibility reports for our senior management to highlight the outcomes of our initiatives to make our services more accessible. These reports will be used to help identify additional initiatives to improve accessibility.



4.1.5. Identify areas that need improvement by leveraging feedback from clients and employees collected from [Accessible Client Service Feedback Process](#), aiming to reduce or eliminate any service barriers.

4.1.6. Investigate improvements to the member portal that are suggested through client feedback, including simplifying the registration and login process.

## 4.2 Accessible Information and Communication

OPB will ensure that communications and information are accessible to people with disabilities, in line with the Information and Communications Standards under the Integrated Accessibility Standards Regulation.

**Key outcome:** The public, OPB members, and employees of all abilities are provided with equitable access to OPB information, products, and services that meet accessibility requirements.

### **Initiatives:**

OPB is committed to making its information and communications accessible to everyone. During the 2025-2027 period we will:

4.2.1. Ensure that information, whether it be new or revised, online or in a document, is available in accessible formats. We will provide accessible communication support (e.g., Bell Relay service) upon request. We will continue to prepare accessible formats, when they are requested, in a timely manner and will consult with the person making the request to determine the suitability of an accessible format or communication support.

4.2.2. Consider how OPB structures information on the website based on the client's user-type (active member, retired member, employer), so that the content is organized in a meaningful way.

4.2.3. Continue to update OPB's web design style guide to ensure compliance [WCAG 2.0 Level AA](#) requirements and ensure that all content is accessible, user-friendly to people of all abilities, and avoid "cognitive overload" when navigating OPB's web presence. OPB is committed to increasing the font size on the public website to make content more accessible.

4.2.4. 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 Integrated Accessibility Standards Regulation (refer to Section 4.7 for more details on accessible procurement). We will be

responsive to changes in any web accessibility requirements introduced by the Integrated Accessibility Standards Regulation. 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.

4.2.5. Engage an Alternative Format Service Provider to provide accessible formats upon request. OPB can receive and provide information in a variety of formats, including large print, e-text, audio, DAISY (digital accessible information system), and braille. We will review our accessibility requirements and ensure we continue to meet our ongoing needs for alternative formats both internally and externally.

4.2.6. As suggested by members during consultation, provide information and communication in clear and plain language to ensure that pension information is understood by all members, regardless of their abilities. Although not a legislative requirement, we will train our client-facing staff to use the [Federal Plain Language Standard \(CAN/ASC-3.1\)](#) as a guide for creating plain language versions of information and communications when requested by staff, members, or the public.

4.2.7. Promote OPB's existing practice to offer members the choice between receiving paper or digital communication. This choice allows members to access information and communications in the format of their choice.

4.2.8. Ensure that the upcoming member Retirement Planning Tool in e-services, and the replacement Pension Administration System (for use of OPB employees involved in administering the Public Service Pension Plan) are designed to be accessible.

4.2.9. Verbally and/or digitally communicate to members that closed captioning is available during advisor meetings on Microsoft Teams. OPB will also include instructions for enabling closed captioning to the introductions of virtual Education presentations.

4.2.10. Provide accommodations for all forms of digital communication, including alternative formats for documents and closed captioning for virtual meetings and workshops, as standard or upon request. When requested, OPB will consider including ASL resources and/or real-time closed captioning as part of these virtual meetings.<sup>1</sup>

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<sup>1</sup> This item will be addressed in Year 2 or 3 of the Multi-Year Accessibility Plan

4.2.11. Offer members contacting the Client Care Centre the option to communicate with an associate via Microsoft Teams.

4.2.12. Investigate the benefits, cost, and feasibility of enhanced web accessibility tools to OPB's websites and portals.<sup>2</sup>

4.2.13. Revise the OPB glossary by adding more terms and updating existing terms with plain language definitions where possible.

4.2.14. Partner with the Ministry for Seniors and Accessibility to assess reading level of OPB communications and content.

### 4.3 Accessibility in Employment

OPB is proud to adhere to the Employment Standards under the Integrated Accessibility Standards Regulation, which outline the necessary accessibility requirements to support the recruitment and accommodation of employees. OPB is eager to follow these standards to create a more inclusive workplace.

People are at the heart of OPB. Our goal is to nurture a culture characterized by equity, inclusiveness, and psychological safety, where employees feel appreciated and respected, and are encouraged to excel. At OPB, diversity drives innovation, productivity, and growth.

**Key outcome:** Candidates and OPB employees with disabilities have the support to work effectively, experience career growth, and have opportunities for learning, development, and progression.

**Initiatives:**

OPB is committed to maintaining equitable and accessible employment practices. During the 2025-2027 period we will further enhance the accessibility of hiring practices for new candidates, and continue to accommodate the accessibility needs of our employees:

For candidates:

4.3.1. Continue providing accommodations for individuals throughout the entire job life cycle, including the application process, onboarding, and active employment.

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<sup>2</sup> This item will be addressed in Year 2 or 3 of the Multi-Year Accessibility Plan

4.3.2. Continue to ensure that our job postings include details about available accommodations and ensure that all individuals invited for interviews or tests are informed of the option to request accommodations.

For employees:

4.3.3. Continue collaborating with OPB employees who request accommodation to determine the appropriate accessible format or communication support. This encompasses alternative formats for job-related and workplace information, as well as ergonomic set-up to address needs.

4.3.4. Continue to provide customized accommodation plans for employees who require accommodation.

4.3.5. As part of our hybrid work model, we will reinforce safe work-from-home set-ups that support accessible workspaces, with tips and tools.

4.3.6. We will continue to raise awareness about mental health issues, and the availability of resources and professional services to OPB employees. Additionally, we will continue to enhance our capacity to engage openly on mental health matters, understand employees' needs, offer information and resources, and support both proactively and in response to those needs.

4.3.7. We ensure both new and existing employees are aware of OPB's:

- Accessibility Policy;
- Accommodation Policy and Procedures; and
- Emergency Evacuation and Support Procedures, including practices for people requiring assistance during an emergency.

4.3.8. Regularly review accessible employment policies and practices to ensure we are meeting the needs of our employees and any legislative amendments.

4.3.9. Ensure that any changes in our employment practices continue to meet our obligations under the Integrated Accessibility Standards Regulation and support an accessible employment life cycle, including practices relating to performance management, career development and advancement, and redeployment.

## 4.4 Accessible Office Environment

The [Design of Public Spaces Standards](#) under the Integrated Accessibility Standards Regulation apply to newly constructed or redeveloped public spaces covered under the standards.

**Key outcome:** Clients and OPB employees of all abilities feel welcome in OPB facilities that incorporate inclusive design practices and technologies.

**Initiatives:**

While OPB has no current plans to move or redevelop its office accommodations, any minor alterations are always done with a view to incorporating accessibility standards. Should OPB require new office spaces, or significantly modify its office layout, accessibility will be a key consideration. During the 2025-2027 period we will:

- 4.4.1. Maintain any accessibility features in our public areas and establish and uphold procedures for their preventative and emergency maintenance.
- 4.4.2. Recognize and address any accessibility requirements in our face-to-face meeting preparations with clients and stakeholders.
- 4.4.3. Review accessibility feedback on our offices and consider service improvements during our annual business planning and budgeting.

## 4.5 Training

OPB is enthused to provide training on the requirements of the Integrated Accessibility Standards Regulation and on the [Ontario Human Rights Code](#) concerning disabilities to all employees, volunteers, and those involved in developing OPB policies or delivering services and goods on behalf of OPB.

**Key Outcome:** OPB employees understand their responsibility to provide accessible goods, services, and facilities that consider the needs of employees, members, and people with disabilities.

**Initiatives:**

OPB is committed to training all employees on the requirements of the Integrated Accessibility Standards Regulation and the Human Rights Code as it relates to people with disabilities and conduct periodic refresher training. During the 2025-2027 period we will:

- 4.5.1. Continue to require that all new employees complete accessibility training as part of the compliance onboarding process.
- 4.5.2. Ensure that employees who interact with OPB's clients, provide goods, services, or facilities to employees, or are involved in shaping OPB's policies, practices, and procedures for service delivery, will continue to receive timely and appropriate training. This includes OPB employees (whether full-time, part-time, seasonal, or contract) and OPB agents providing services on OPB's behalf.

4.5.3. Continue to provide periodic refresher training covering accessible customer service, OPB's feedback process, and ensuring information and communication are accessible.

4.5.4. Provide plain language training for all client-facing staff via LinkedIn Learning.

4.5.5. Provide ongoing User Interface/User Experience accessibility training for the Digital Experience team.<sup>3</sup>

4.5.6. Provide additional training as necessary to cover new accessibility requirements as they arise.

## 4.6 Emergency Information and Response

OPB is dedicated to providing accessible emergency information and response under the general requirements of the Integrated Accessibility Standards Regulation. We are committed to ensuring that all individuals have the necessary support during emergencies.

**Key Outcome:** People with disabilities are aware of and understand OPB's strategies for responding to emergencies, and in the case of an actual emergency, they know how to respond, when to act, and whom to contact to ensure their safety.

### **Initiatives:**

OPB offers employees individualized emergency response assistance and ensures our Employee Emergency Response Plan and individual employee emergency response plans are in place and updated. During the 2025-2027 period we will:

4.6.1. Ensure that our emergency plans (both Corporate and individual) are updated to remain current including when:

- the employee moves to a different location in the organization,
- the employee's overall accommodation needs or plans are reviewed, and
- when we review our general emergency response policies.

4.6.2. Ensure that our emergency response procedures are available to both clients and employees in an accessible format upon request.

4.6.3. Ensure that our emergency response team remains dedicated to ongoing training in providing services to individuals needing accommodation.

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<sup>3</sup> This item will be addressed in Year 2 or 3 of the Multi-Year Accessibility Plan

4.6.4. Continue to develop and routinely review personalized emergency response plans tailored to the specific needs of those requiring assistance during emergencies.

## 4.7 Procurement

At OPB, we are committed to embedding accessibility in everything we do, including our procurement policy and procedures. We take pride in incorporating accessibility design, criteria, and features when procuring or acquiring goods, services, or facilities. Our dedication ensures that we are not only meeting the requirements of the Integrated Accessibility Standards Regulation but also going above and beyond to create an inclusive environment for everyone. Even in instances where it may not be practical to implement accessibility standards, we strive to find innovative solutions to overcome these challenges.

**Key Outcome:** Goods, services, or facilities that are procured by OPB are fully accessible to people of all abilities unless there are technical or practical limitations that cannot be overcome.

### Initiatives:

During the 2025-2027 period we will:

- 4.7.1 Continue using OPB internal procurement documents that detail the required accessibility criteria and offer guidelines for evaluating proposals against these standards.
- 4.7.2 Continue to ensure that accessibility requirements are identified early in the process of procuring goods and services.
- 4.7.3 Continue to provide a written justification, when requested, if OPB deems it impractical to include accessibility criteria when procuring specific goods, services, or facilities.
- 4.7.4 Routinely review procurement procedures and tools to enhance accessibility planning.

## 4.8 Monitoring and Reporting

OPB will develop a Multi-Year Accessibility Plan every three years, in consultation with people with disabilities. During the 2025-2027 period, we will:

- 4.8.1. Continue to provide these plans in alternative formats upon request.
- 4.8.2. Continue to leverage the [Accessible Client Service Feedback Process](#) to collect feedback about accessible needs and accommodations.

4.8.3. Continue to be vigilant about changes in accessibility standards, and we will take steps to implement changes as they become relevant to our operations.

4.8.4. Keep track of our progress in achieving the goals outlined in our Multi-Year Accessibility Plan and revise our priorities according to client feedback and updates in accessibility laws.

4.8.5. Continue to prepare annual status reports on our Plan's implementation and make it publicly available.

4.8.6. Continue to submit regular accessibility reports to the Ministry for Seniors and Accessibility. These reports will be accessible on our website, [opb.ca](https://opb.ca).

4.8.7. Continue to conduct an annual review of our [Corporate Accessibility Policy](#) and update it as needed to ensure compliance with evolving accessibility laws and internal benchmarks.

## 5. Requesting an Accessible Format

This document is available in an accessible format upon request by contacting OPB's Corporate Compliance branch by phone at 416-364-8558 or by email at [corporate.compliance@opb.ca](mailto:corporate.compliance@opb.ca)