

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



| Accessible Information and Communication | | |
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| Desired outcome | Activities to remove barriers and achieve outcome | Status |
| Employees with disabilities provided assistance in emergency evacuation. | <ul style="list-style-type: none"> Employees offered individualized emergency response assistance with individual employee emergency response plans developed where requested. | <ul style="list-style-type: none"> OPB continues to offer individualized emergency response assistance to employees which considers the specific needs of the employee during an emergency. |
| Clients and general public have equal access to information and service. Service barriers reduced or eliminated. | <ul style="list-style-type: none"> 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. | <ul style="list-style-type: none"> OPB converts information into accessible formats upon request. |
| 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"> 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. | <ul style="list-style-type: none"> OPB maintains a fully accessible feedback process and procedures supporting requests for alternate formats. Information for Clients is available on OPB's website. Employees have been provided with information on its policies and procedures. |
| Equal access to employment information; reduced barriers in employment. | <ul style="list-style-type: none"> Alternate formats provided to employees with disabilities upon request including information needed to perform employee's job, information generally available in workplace. | <ul style="list-style-type: none"> OPB maintains accommodation practices which meet the requirements of the AODA. Information is converted into accessible formats upon request. |
| Ensure barriers are addressed and prevented. | <ul style="list-style-type: none"> Consider accessibility criteria and features when developing procurement documents and service contracts incl. for any new web-based applications. Review procurement procedures and tools to support accessibility planning. | <ul style="list-style-type: none"> OPB continues to review accessibility criteria and features when procuring goods, services and facilities. For example, OPB developed a new web portal for employer representatives to use in 2015. Procurement and contract documents specified the accessibility requirements of the new portal which were incorporated into the final design of the |

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| | | <p>system. An accessibility assessment of the portal was completed and a few items are currently being remedied; these do not affect current experience using the system.</p> <ul style="list-style-type: none"> OPB's procurement procedures and tools continue to meet OPB's needs in meeting its obligations under the AODA. |
| Communicate OPB 's commitment to accessibility for all Clients, employees and the general public. | <ul style="list-style-type: none"> Review OPB's Accessibility Policy annually. | <ul style="list-style-type: none"> OPB's accessibility Policy was revised in 2015 to incorporate new accessibility standards to come into effect in 2016. |
| | <ul style="list-style-type: none"> Communicate Policy to Clients, employees and public – via website, intranet, printed materials, and/or mailed inserts. | <ul style="list-style-type: none"> OPB's Accessibility Policy is available on its public website. Employees have continuing access to accessibility policies and procedures and receive accessibility training as part of their employee onboarding and as otherwise required by OPB's learning and compliance programs. OPB informs its clients about accessing alternate formats of documents in many of its publications. 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. Information on OPB's reports is posted on its public website. |
| | <ul style="list-style-type: none"> Develop OPB's next Multi-Year Accessibility Plan. | <ul style="list-style-type: none"> OPB prepared a Multi-Year Accessibility Plan for the period 2016-2018. It has been posted to OPB's public website. |
| | <ul style="list-style-type: none"> Prepare and make public an Annual Report Card on the implementation of OPB's Multi-year Accessibility Plan. | <ul style="list-style-type: none"> OPB prepares and posts its progress report on its public website. |
| | <ul style="list-style-type: none"> Convert Client Service forms on OPB's website to an accessible format. | <ul style="list-style-type: none"> OPB continues to convert Client Forms available on its website to an accessible format. As at December 31, 2015, all but 1 bar-coded form (requiring |
| Ensure OPB information is accessible to all Clients, employees and members of the public. | <ul style="list-style-type: none"> Convert Client Service forms on OPB's website to an accessible format. | <ul style="list-style-type: none"> OPB continues to convert Client Forms available on its website to an accessible format. As at December 31, 2015, all but 1 bar-coded form (requiring |

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| | | systems integration development and testing) have been converted. |
| | <ul style="list-style-type: none"> Inventory existing organizational material and develop plans for conversion into accessible formats, where required. | <ul style="list-style-type: none"> A full inventory has been deferred. OPB continues to replace existing content on OPB's website with accessible formats on an ad hoc basis. All Client booklets, and almost half of its Client brochures, on OPB's website are now available in a fully accessible format. |
| | <ul style="list-style-type: none"> Ensure new internet websites conform to WCAG 2.0 Level A requirements and review existing internet sites and web-based applications for accessibility. | <ul style="list-style-type: none"> OPB developed a new web portal for employer representatives to use in 2015. Procurement and contract documents specified the accessibility requirements of the new portal which were incorporated into the final design of the system. An accessibility assessment of the portal was completed and a few items are currently being remedied; these do not affect current experience using the system. |
| Improve employee awareness of accessibility and tools to support accessible services. | <ul style="list-style-type: none"> 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). | <ul style="list-style-type: none"> 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. OPB's focus is ensuring that all new web content is in an accessible format. For example, corporate policies, business plans and other documents posted on OPB's Open Government web page are created in accessible formats. |
| | <ul style="list-style-type: none"> Provide Accessible Customer Service refresher training to OPB employees. | <ul style="list-style-type: none"> Refresher training has been deferred to 2016. |
| | <ul style="list-style-type: none"> Create a Style Guide for accessible communications and standardized templates. | <ul style="list-style-type: none"> This has been deferred. |

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| | <ul style="list-style-type: none">• Introduce an OPB TTY service. | <ul style="list-style-type: none">• The introduction of an internal TTY service has been deferred pending replacement of OPB's telephony system in 2016. OPB continues 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

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| Ensure employment with OPB is accessible. | <ul style="list-style-type: none"> Develop an Employment Accommodation Policy and procedure(s), including accommodating applicants with disabilities when recruiting new employees. | <ul style="list-style-type: none"> An Accommodation Policy and procedures compliant with the requirements of the IASR were developed in 2013. Notice to applicants with disabilities has been posted in all recruitment notices since 2014. |
| | <ul style="list-style-type: none"> 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. | <ul style="list-style-type: none"> 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 new employee onboarding. Employees are given information on OPB's employment policies and procedures and information is available online for ongoing reference. |
| | <ul style="list-style-type: none"> 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. | <ul style="list-style-type: none"> OPB continues to provide accommodation for employees with disabilities in a documented, individualized accommodation plan. |
| | <ul style="list-style-type: none"> Ensure new and returning employees are aware of OPB's : <ul style="list-style-type: none"> Accessibility Policy Accommodation Policy and Procedures Emergency Response and Evacuation Support Procedures. | <ul style="list-style-type: none"> These items remain a key component of OPB's orientation program for both new and returning employees. |
| | <ul style="list-style-type: none"> 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. | <ul style="list-style-type: none"> During 2013, OPB's full employment Life-Cycle was reviewed to ensure it was fully accessible. It continues to remain accessible. |

| Accessibility Office Environment | | |
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| Improve accessibility within OPB's office | <ul style="list-style-type: none"> Review and make improvements to OPB's reception area and reception desk. | <ul style="list-style-type: none"> This review has been deferred. OPB is currently working with the Workplace Safety and Insurance Board (WSIB) and the Government of Ontario to establish the new Investment Management Corporation of Ontario, which will manage pooled assets on behalf of WSIB and OPB. Space planning has started which could include or impact decisions regarding OPB's reception area. Accessibility will be considered as part of any decision during the space planning process. |
| | <ul style="list-style-type: none"> Install door opening devices on all entrances to / exits from OPB's office. | <ul style="list-style-type: none"> Additional door opening devices were installed in 2015 to ensure that people with disabilities have access to these devices when entering and leaving each floor of OPB's premises. |

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.