



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

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 90,000 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 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 is committed to meeting the accessibility needs of its 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 2018 and continue to take to make our goods, services and facilities accessible.

Accessible Client Service

In 2018, we continued to provide accessible goods and services to our clients and the general public. New or revised documents posted to our public website were prepared in an accessible format. Services were provided in accessible formats, or with communication supports, where requested 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 and 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.

We reviewed our Corporate Accessibility Policy, training policy and feedback process to ensure they continued to be 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 Accessibility for Ontarians with Disabilities Act, 2005 (the "AODA") and the Integrated Accessibility Standards Regulation (the "IASR").

Accessible Information and Communication

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

Information was made available in alternate formats upon request and in a timely manner. We consult with the person making any request to determine the suitability of an alternate format. We continue to rely on Bell Relay, ASL interpreters and other similar services when required in providing service to people who are deaf, deafened, hard of hearing, or who have speech disabilities.

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.

In 2018, we replaced our public website. An external accessibility consultant was engaged to test our website plans and the final build, to ensure the new website met web accessibility standards established by the IASR. The new site includes better contrast, a bigger font, screen-reader compatibility and responsive design that automatically resizes the content for mobile and tablet devices. A survey was offered to members to provide feedback on the new site.

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 continues to be included in all recruitment postings; those invited for interviews and testing are 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 employee 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 2018 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.

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.

During the reporting period, we reviewed accessibility criteria and features when procuring goods, services and facilities. Our bid documents identified any specific accessibility requirements that were required or desired when tendering for goods and services so that they became part of the evaluation process.

Accessible Office Environment

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

Monitoring and Reporting

We monitor our progress 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 2018, we developed our Multi-Year Accessibility Plan for 2019-2021. It was posted to OPB's website on December 21, 2018.

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.