



Ontario Pension Board
Multi-Year Accessibility Plan (2019-2021)
Progress Report for the year ended December 31, 2020

Introduction

Ontario Pension Board (“OPB”) was established under the *Public Service Pension Act* to administer both the Public Service Pension Plan (the “PSPP”) and the Public Service Pension Fund. The PSPP represents over 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 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 2019-2021 and posted it to our public website. This report provides information on the steps we took in 2020 and continue to take to make our goods, services and facilities accessible.

Accessible Client Service

We continue to provide accessible goods and services to our clients and the general public. OPB's offices were closed to our clients due to Covid-19 as of mid-March 2020. While primarily operating in a working from home model during Covid-19, we took steps to ensure that no one was disadvantaged from receiving service from us. We made enhancements to our client portal to facilitate uploading of documents for all types of transaction processing to avoid mailing by clients 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.

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. 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 on our website(s), in printed materials, and/or mailed inserts.

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 continues to be 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. Bell Relay, ASL interpreters and other similar services are engaged when required to provide service to people who are deaf, deafened, hard of hearing, or who have speech disabilities.

We continue to post 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 2020, we continued our efforts to replace our current internet portals for our members and employer representatives. Third-party suppliers were engaged to support the development of our replacement portals and to assess the accessibility of our portals as they are built. This work is ongoing for new portal roll-out in the fall of 2021. Enhancements introduced thereafter will continue to be implemented with accessibility standards in mind.

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 is 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 is 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 2020 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

OPB's office space has accessibility features for clients and employees, including accessible entrances, a service counter and reception area that accommodates people using mobility devices, wide aisles and accessible washrooms.

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. During Covid-19, virtual meetings replaced in-person meetings. Online meeting tools support closed captioning should that be required.

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.

Requesting an Alternate Format

This document is available in an alternate format upon request by contacting OPB's corporate compliance branch by phone at 416-364-8558 or by email at corporate.compliance@opb.ca.