



**Ontario Pension Board**  
**Multi-Year Accessibility Plan (2025 - 2027)**  
**Annual Status Report – Year Ended December 31, 2025**

## **1. Introduction & Reporting Context**

### Purpose of this Report

Under the Integrated Accessibility Standards Regulation (IASR), organizations across Ontario are required to develop and publish multi-year accessibility plans (MYAPs), update those plans at least every five years, and report on progress on an annual basis. This report fulfills the IASR's annual reporting requirements and provides an update on the steps we took in 2025 and continue to take to make our goods, services, and facilities accessible. Please refer to our full [2025-2027 MYAP](#) available on our website at [OPB.ca](#).

### OPB Overview

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 105,000 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](#).

## **2. Accessibility 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* (AODA). OPB respects and supports the [Ontario Human Rights Code](#).

### **3. Consultations with People with Disabilities**

In 2025, we consulted members with disabilities to better understand their experiences and identify opportunities to make our products and services more accessible and inclusive and to help shape our 2025-27 MYAP. These consultations provided valuable insights into the barriers they face when accessing OPB services and products, and how we can effectively address them. In 2025, OPB continued applying insights from these consultations.

## **4. Progress by MYAP Priority Area**

### **4.1 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.

In 2025, we continued 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, over the phone, or in person) and provide accommodation in a timely manner after consulting with the client on the suitability of accommodation. Our online meeting tools support closed captioning if required. We continued to 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 improved our online member portal to better support members in accessing relevant resources and support and registering for educational workshops tailored to their career stage or membership type. We also introduced a new Retirement Planner tool for Active members through e-

services. The tool is compliant with AODA and WCAG 2.0 Level AA requirements under the IASR.

In 2025, we also conducted internal research and proposed recommendations to executive leadership to improve the member portal login and registration process. These recommendations were approved for implementation in early 2026 and are intended to help remove barriers related to accessing e-services.

We continue to enhance accessibility across our client-facing materials. In 2025, OPB completed a comprehensive review of its repository of forms, letters, templates, packages, and other client-facing materials (collectively, “artifacts”) to assess compliance with the accessibility requirements. Remediation efforts of artifacts identified as non-compliant with accessibility requirements is expected to begin in 2026.

We continued to ensure our employees, and other persons as required by the IASR, receive training upon hire, and conduct refresher training to support delivery of accessible service.

We continued to identify areas requiring attention based on the feedback of our clients and employees to ensure any service barriers are reduced or eliminated where possible.

## **4.2 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 and supported. 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 continued to prepare alternate formats when they were requested in a timely manner and consulted with the person making the request to determine the suitability of an alternate format or communication support.

We continued 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 conducted a plain-language assessment of OPB.ca with a third-

party vendor to evaluate readability levels and opportunities to simplify pension language and improve content organization in a more accessible format. We continued 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. The WCAG are the international standard for web accessibility. We were 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.

We provide 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.

We continued to apply our revised website style guide when creating new content pages, including a landing page outlining our long-term strategic plan, 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.

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.

### **4.3 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;

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- provide accommodation to existing employees as required 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
  - 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 the Human Rights Code as it relates to persons with disabilities.
- partnered with a new ergonomic vendor to support and provide guidance to employees with approved ergonomic requirements.

We continued with these practices and regularly reviewed them to ensure we are meeting the needs of our employees and any legislative amendments. We also ensured any changes in our employment practices continued to meet our obligations under the IASR and support an accessible employment life-cycle including practices relating to performance management, career development, advancement, and redeployment.

We remained vigilant about promoting resources to support employees' mental health and wellbeing, including mental health resources and professional services available to them as an OPB employee. Employees have access to support for mental health services. We also continued to strengthen

our ability to engage openly on mental health and wellbeing matters. Additionally, as part of our employee engagement survey, we have included questions asking employees to identify if they have a disability to understand the needs of employees, and provide tips, tools and supports proactively and in response to needs of employees.

#### **4.4 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 uphold procedures for preventative and emergency maintenance of those elements. We 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 continued to commit to ensuring we identify and accommodate needs brought forward by the meeting participants.

Any feedback on the accessibility of OPB's offices were reviewed and service improvements considered as part of its annual business planning and budgeting process.

#### **4.5 Training**

OPB's training program ensures that all persons receive training as required by the Integrated Accessibility Standards. We continued to ensure our employees and other individuals received training as mandated by the Integrated Accessibility Standards Regulation, both when they joined us and through periodic refresher training, to ensure the delivery of accessible services.

#### **4.6 Emergency Information and Response**

We are committed to ensuring that all individuals receive the necessary and appropriate support during emergencies. We continue to ensure that both clients and employees have access to our emergency response procedures upon request. Members of emergency response team receive ongoing training to enable them to effectively support individuals requiring

accommodation during emergencies. Individualized emergency response plans continued are developed and regularly reviewed for persons requiring assistance during an emergency based on the specific needs of the person requiring accommodation. We continue to provide corporate communications and Intranet updates to raise awareness about the availability of accommodation and individualized emergency response plans during an emergency. OPB's emergency response team receives regular updates and training to support the specific needs of persons requiring accommodation / assistance during emergencies. Corporate emergency response plans are revised as necessary.

#### **4.7 Procurement**

Accessibility criteria and features continued 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 specified the desired accessibility criteria to be met and provided 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 regularly reviews its procurement procedures and tools to support accessibility planning.

#### **4.8 Monitoring and Reporting**

We continued to monitor our movement towards meeting the objectives set out in our Multi-Year Accessibility Plan and adjusted our priorities based on the feedback of our clients and changes in accessibility legislation. We continued to meet our reporting obligations by submitting biennial accessibility reports to the Ministry for Seniors and Accessibility. The [2025 Accessibility Compliance Report](#) has been submitted and is publicly available on our website [opb.ca](http://opb.ca), as required by the legislation.

### **5. 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](mailto:corporate.compliance@opb.ca).