



<b>Accessible Information and Communication</b>		
<b>Desired outcome</b>	<b>Activities to remove barriers and achieve outcome</b>	<b>Status</b>
Employees provided greater accessibility in the workplace. Employees with disabilities provided assistance in emergency evacuation upon request.	Employees offered individualized emergency response assistance. Employee Emergency Response Plan revised and individual employee emergency response plans developed where requested.	OPB continues to offer individualized emergency response assistance to employees which consider 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.	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.	OPB converts information into accessible formats upon request.
Clients and employees have greater access to provide feedback thereby reducing barriers to communication. OPB is able to be more responsive to client and employee needs, and able to improve communication with, and service to, Clients.	Improve OPB's Feedback Mechanism/Policy by ensuring clients and employees are aware that OPB has a fully accessible feedback process. Develop written procedures for dealing with alternate format requests and service feedback.	OPB maintains a fully accessible feedback process and procedures supporting requests for alternate formats. Information for clients is available on OPB's internet. Employees have been provided with information on its policies and procedures.
Equal access to employment information; reduced barriers in employment.	Alternate formats provided to employees with disabilities upon request including information needed to perform employee's job, information generally available in workplace.	OPB maintains accommodation practices that meet the requirements of the AODA. Information is converted into accessible formats upon request.

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Ensure barriers are addressed and prevented.	OPB enhanced the accessibility requirements in its Procurement Procedures. Accessibility criteria and features are considered when developing procurement documents and service contracts including for any new web-based applications.	OPB continues to review accessibility criteria and features when procuring goods, services and facilities, including the procurement of web-based applications.
Communicate OPB 's commitment to accessibility for all clients, employees and the general public.	OPB updated its Accessibility Policy to comply with the Integrated Accessibility Standard and commits to review OPB's Accessibility Policy annually.	OPB's accessibility Policy was revised in 2012 for the new requirements of the Integrated Accessibility Standard in effect as of January 1, 2012.  In 2013, OPB revised its Accessibility Policy to comply with the requirements of the Integrated Accessibility Standard which came into effect as of January 1, 2014.
	Communicate policy to clients, employees and public – via website, intranet, printed materials, and/or mailed inserts.	Employees were provided with information on its revised 2013 accessibility policies. OPB's 2013 Accessibility Policy is available on OPB's website.  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. A copy of the report details was posted to OPB's website in October 2013.
Ensure OPB web information is accessible to all clients, employees and members of the public.	Convert Client Service forms on OPB's website to an accessible format.	OPB continued to convert Client Forms available on its website to an accessible format in 2013. As at December 31, 2013, 19 of 26 forms have been converted; work continues to make all forms on OPB's website available in an accessible format.

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<p>Improve employee awareness of accessibility and tools to support accessible services.</p>	<p>Phase-in accessible Information and Communication Training to OPB employees (i.e., accessible web information, accessible print information, how to create in-house accessible documents and PDFs, alternate formats and their uses).</p>	<p>Pre-2013, training focused on OPB's Stakeholder Relations Branch. During 2013, OPB continued to improve awareness of other employees in developing simple documents focusing on executive assistants and employees involved in compliance activities. For example, corporate policies are now being created in fully accessible formats.</p>

## Accessibility in Employment

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Ensure employment with OPB is accessible.	Review OPB's employment Lifecycle to ensure all employment processes are fully accessible; such as performance management, career development and advancement and redeployment processes.	During 2013, OPB's full employment Lifecycle was reviewed to ensure it was fully accessible.
	Develop an Employment Accommodation Policy and procedure(s), including accommodating applicants with disabilities when recruiting new employees.	An Accommodation Policy and procedures compliant with the requirements of the IASR were developed in 2013. Notice to applicants with disabilities will be posted in all recruitment notices starting in 2014.
	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.	In 2013, OPB employees were trained on the requirements of the IASR and the Human Rights Code as it relates to people with disabilities. Employees were also given information on OPB's employment policies and procedures which were also made available online for ongoing reference.
	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.	OPB continues to provide accommodation for employees with disabilities in a documented, individualized accommodation plan.
	Ensure new and returning employees are aware of OPB's: <ul style="list-style-type: none"> <li>• Accessibility Policy</li> <li>• Accommodation Policy and Procedures</li> <li>• Emergency Response and Evacuation Support Procedures</li> </ul>	These items remain a key component of OPB's orientation program for both new and returning employees.