



## Ontario Pension Board

### Multi-Year Accessibility Plan (2019-2021)

### Progress Report for the year ended December 31, 2021

#### 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 93,000 Contributing Members, Retired Members and Former Members with future pension entitlements.

OPB’s mandate includes:

- Protecting the long-term vitality of the PSPP;
- Ongoing oversight of the PSPP’s assets, which are managed by the Investment Management Corporation of Ontario;
- Supporting the government’s efforts on the sustainability and affordability of public sector pension plans;
- Delivering superior client service to help members understand the value of the PSPP, make well-informed decisions, and plan for retirement. This includes continuing to explore and implement digital services;
- Maintaining effective expense management oversight and controls to align with the government’s fiscal objectives and minimize administrative costs for our stakeholders; and
- Maintaining an effective system of internal controls and compliance to promote transparency, accountability, and alignment with the government’s fiscal objectives to ensure efficiency and sustainability.

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 2021 and continue to take to make our goods, services and facilities accessible.

### **Accessible Client Service**

We continued to provide accessible goods and services to our clients and the general public. Services continued in a remote work environment with our office remaining closed due to Covid-19 with services being available using our member portal (e-services) and employer portals, by telephone, by mail and by e-mail. In 2021, we launched new member portal (e-services) and employer portal, for employer representatives involved in administering the PSPP, which had additional service offerings available to give greater choice to clients in how they wish to initiate and receive services.

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 also continues to be 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 2021, we collaborated with several of our defined benefit peer plans to develop an informational video about the value of retirement income security and to educate our clients about the impacts of pension-related financial decisions. The video was released online in an accessible format.

In 2021, we launched new member portal (e-services) and employer portal which comply with WCAG 2.0 Level AA accessibility guidelines. The new portals provide for a more responsive experience from smartphones, tablets, laptops and desktop computers. Updated navigation helps to easily locate information and accessibility was enhanced through larger text sizes, improved colour contrast and screen reader compatibility, allowing more of our membership to enjoy an inclusive digital experience. Accessibility of these new portals was reviewed by a third-party accessibility vendor. We also conducted user group sessions to provide feedback on member portal design as it was being built, and a survey was conducted on the new member portal (e-services) after release to understand the experience of our members. Future enhancements to these portals will continue to be implemented with accessibility standards in mind.

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.

## **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 is suitable to their particular circumstances.

We believe open and honest dialogue around mental health and wellbeing is crucial to ensuring an accessible and productive workplace, strong working relationships and access to care and support when needed. We took, and continue to take, measures to advance the conversation around mental health and wellbeing to increase awareness of mental health matters and create a safe environment for these discussions. This includes providing employees with curated information, tips and supports to help them remain well and resilient. In late 2021, another session was organized with an external psychology instructor and resiliency expert on maintaining personal resilience – this session occurred in January 2022. Additionally, we provided reminders on mental health resources and professional services available to them as an OPB employee.

### **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 2021 received accessibility training that met the requirements of the IASR. New and existing contracts with third parties bind them to meeting their obligations to us under the AODA and the IASR.

### **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.

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