Reporting Compliance under the Accessibility for Ontarians with Disabilities Act for year 2016

Purpose:

- To gather information from agencies regarding compliance with requirements under the [Accessibility for Ontarians with Disabilities Act (AODA), 2005.](#)

Action:

- Complete the attestation on the following pages with information on your agency's compliance with requirements that have taken effect since January 1, 2010 under the [AODA](#) and the [Integrated Accessibility Standards Regulation (IASR)](#).

- Agencies' Chair are accountable for their agency's compliance status.

Timelines:

- **August 24, 2017.** To submit the completed attestation, approved and signed off by the Chair to <u>Lidia Durando</u>**.**

Note:

- When you go through the attestation, you will notice that there is no "Not Applicable". The reason why N/A is not acceptable is because all questions listed below are applicable to the Government of Ontario and Designated Public Service Organizations. E.g.:
    - Design of Public Spaces (DOPS): It is applicable to major renovations or new buildings, the training on DOPS is mandatory for TBS Senior Management Team, staff developing policies, Facilities Management Unit and Emergency Management Team.
    - The Agencies' Chair and Agencies' managers should complete this training to be aware of what are the requirements in case of major renovations or moving to new buildings. Being aware of the existence of the IASR standards and the implications means to comply with the legal obligations.

If you need further assistance please contact Lidia Durando at lidia.durando@ontario.ca or by phone at 647-638-4621.

Alternate formats of this document can be provided upon request

Attestation –Compliance with IASR Requirements under the AODA for 2016

General Requirements

Agencies are required to meet the requirements related to the procurement of goods, services or facilities (IASR S. 5), self-service kiosks (IASR S. 6), and training (IASR S. 7).

Does your agency meet this requirement? **Please check the "Yes" or "No" check box below:**

☒ **Yes** ☐**No**

OPB maintains a Corporate Accessibility Policy and Corporate Procurement Policy which meet the procurement requirements set out in the IASR. OPB maintains operational policies and guidelines to ensure third parties engaged by OPB are able to meet our accessibility requirements. Our policies and guidelines cover such things as incorporating accessibility design, criteria and features into procurement documentation and vendor evaluation processes.

OPB employees, volunteers, persons who participate in developing our policies, and other persons who provide goods, services and facilities on behalf of OPB receive training required by the IASR and records are kept of the training.

If no, **please provide additional information, including timelines for remediation**:

Information and Communications Standard

Feedback processes, accessible formats and communication supports, and emergency / public safety information

Agencies are required to meet the applicable requirements related to accessible feedback processes, accessible formats and communication supports, and emergency procedure, plans or public safety information (IASR S. 9-13).

Does your agency meet this requirement? **Please check the "Yes" or "No" check box below:**

☒ **Yes** ☐**No**

OPB's Corporate Accessibility Policy and internal processes cover all of these requirements of the IASR.

We maintain a feedback process which is available on our internet and intranet in a fully accessible format. We have processes, training and internal feedback reporting to support OPB and our employees in meeting their obligations.

Processes and online communications are in place to ensure persons with disabilities are aware of their ability to request accessible formats and communication supports. We consult with anyone making a request to determine the suitability of an accessible format or communication support. We have received positive feedback from our clients.

OPB has plans, processes and training in place to support emergency assistance to employees, clients and other persons with disabilities. We continue to provide corporate communication and Intranet updates about the availability of accommodation during an emergency.

If no, **please provide additional information, including timelines for remediation**:

Accessible websites and web content: 2014 requirements

Agencies are required to ensure that:

- internet websites published or significantly refreshed on or after January 1, 2014; and
- web content published after January 1, 2012 on all internet websites

conform with the WCAG 2.0 A standard (IASR S. 14 (4.1) and S. 14 (5)).

Does your agency meet this requirement? **Please check the "Yes" or "No" check box below:**

☒ **Yes** ☐**No**

OPB takes steps to ensure new internet sites, and content on all sites, are accessible.

We developed a new web portal for employer representatives in 2015. Procurement and contract documents specified the accessibility requirements of the new portal which were incorporated into the final design of the system. We completed an accessibility assessment of the portal to both WCAG 2.0 Level A and AA to support us in meeting our current and future requirements under the IASR.

We continue to incrementally replace existing web content with accessible formats.

If no, **please provide additional information, including timelines for remediation**:

Is your agency using any exceptions under the IASR (i.e. not practicable - see S. 14(6)) for this requirement? **Please check the "Yes" or "No" check box below:**

☒ **Yes** ☐No

If yes, **please provide additional information on each exception being used (i.e. which websites/content it applies to) and whether or not the exceptions cover all non-compliant web sites/content**:

As noted above, an accessibility assessment of our employer portal was completed at intervals throughout the design phase. A few technical items were identified which prevented the site from being fully accessible. They did not affect user experience and the portal was released to production to ensure it was available to employers – a key tool supporting their needs. The accessibility observations are being incorporated into portal development work.

OPB take steps to ensure content received from third parties for posting on our web site is accessible. A document relating to insured benefits was recently provided to us by the Government of Ontario. While we improved the accessibility of the insured benefits document, it was not fully accessible when it was posted due to the time sensitivity of the information. Information is posted on our website as to how users can request an accessible format if needed. We are working with our government partners to obtain an accessible format of the document.

Has your agency's legal team been involved in determining whether an exception provided under the IASR is applicable? **Please check the "Yes" or "No" check box below:**

☒ **Yes** ☐No

Employment Standards

Agencies are required to meet the applicable requirements related to employment accommodations for job applicants and employees (IASR S. 20-32).

Does your agency meet these requirements? **Please check the "Yes" or "No" check box below:**

☒ **Yes** ☐No

OPB maintains a fully accessible employment life cycle including notice of available accommodation during the recruitment process, a documented accommodation and

return to work program, and individualized accommodation and emergency response information. Training is embedded in our onboarding process and we provide updates whenever amendments to our accessibility requirements or procedures occur. Staff training is tracked for recordkeeping purposes. Our policies and procedures are available for ongoing reference on our employee intranet.

If no, **please provide additional information**:

Design of Public Spaces Standards

Agencies are required to ensure that newly constructed or redeveloped public spaces meet the applicable requirements related to built environment. (IASR S.80.1-80.44)

Does your agency meet this requirement? **Please check the "Yes" or "No" check box below:**

☒ **Yes** ☐**No**

OPB supported the redeployment of existing workspace for use by the Investment Management Corporation of Ontario (IMCO). This included the development of a new reception area for IMCO which incorporates accessible design standards.

If no, **please provide additional information**:

Customer Service Standards

Agencies are required to meet the applicable requirements related to the provision of goods, services and facilities (IASR S. 80.45-80.51).

Does your agency meet these requirements? **Please check the "Yes" or "No" check box below:**

☒ **Yes** ☐**No**

OPB maintains a Corporate Accessibility Policy consistent with the principles within the IASR, which covers accessible client service including the use of service animals and support persons, the provision of accessible formats and communication supports, and a feedback process. We also have a training policy and practices to support our employees in meeting the requirements in the IASR. Training is embedded in our

onboarding process and we provide updates whenever amendments to our accessibility requirements or procedures occur. Staff training is tracked for recordkeeping purposes.

Please enter the following information:

Chair	Signature	Date
Geri Markvoort		August 31, 2017
President & Chief Executive Officer	**Signature**	**Date**
Mark J. Fuller		August 31, 2017