



Ontario Pension Board

Multi-Year Accessibility Plan (2022-2024)

Progress Report for the year ended December 31, 2024

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 100,000 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 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 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 for people with disabilities.

OPB prepared a Multi-Year Accessibility Plan for the period 2022-2024 and posted it to our public website. This report provides information on the steps we took in 2024 to and continue to take to make our goods, services, and facilities accessible.

Consultations with People with Disabilities

In 2024, we consulted OPB members with disabilities to help shape our Multi-Year Accessibility Plan (MYAP) for 2025-2027. These consultations provided valuable insights into the barriers they face when accessing OPB services and products, and how we can effectively address them. Our upcoming Multi-Year Accessibility Plan outlines the initiatives designed to further reduce these barriers. For more details, please refer to our [2025-2027 MYAP](#) available on our website.

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 2024, 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, making it easier to complete transactions online and expanding the potential for virtual interaction with members.

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 produce accessibility reports for our senior management, so they are aware of the results of our efforts at making our services accessible. 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.

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 are 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 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 developed a website style guide 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.

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;
- 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
 - when 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.

Accessible Emergency Information

We are committed to ensuring that all individuals have the necessary support during emergencies. We continued to ensure both clients and employees have access to our emergency response procedures when requested. Our team of emergency response personnel continued to be trained on how to provide emergency services to persons requiring accommodation. Individualized emergency response plans continued to be developed and regularly reviewed for persons requiring assistance during an emergency based on the specific needs of the person requiring accommodation. We continued to provide corporate communication and Intranet updates about the availability of accommodation and individualized emergency response plans during an emergency. OPB's emergency response team receives updates and training to support the specific needs of persons requiring accommodation / assistance during emergencies. Corporate emergency response plans were revised as needed.

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.

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.

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.

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.

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.