



EFFECTIVE JANUARY 1, 2014

Multi-Year Accessibility Plan

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA)



AMENDED NOVEMBER 21, 2017

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1. Purpose and Scope

Under Ontario's *Accessibility for Ontarians with Disabilities Act (AODA)*, Ontario organizations with 50 or more employees are required to create a multi-year accessibility plan to help make Ontario accessible by 2025. This plan outlines OPTrust's strategy to prevent and remove barriers for people with disabilities.

2. Statement of Organizational Commitment

OPTrust is committed to meeting the accessibility needs of persons with disabilities in a timely manner in accordance with the requirements of the AODA and its accompanying regulations, the *Integrated Accessibility Standards Regulations (IASR)*, specifically in the areas of:

- Customer Service Standards
- Employment Standards
- Public Spaces/Built Environment
- Information and Communications Standards

3. Guiding Principles

OPTrust's approach to accessibility is rooted in the belief that all persons are entitled to dignity, independence, inclusion, integration and equality of opportunity. OPTrust is committed to providing services in a way that respects the dignity and independence of persons with disabilities and ensuring that all employees and candidates for employment within OPTrust receive equitable treatment without discrimination, and accommodation where required.

4. Applicability

This document applies to all OPTrust employees, Board of Trustees and other personnel engaged by OPTrust to provide goods or services. In accordance with legislative requirements, OPTrust will:

- establish this plan and review and update it in a timely manner
- post this plan on OPTrust's intranet, and make it publicly available on its website
- report, as required, on the progress and implementation of this plan.
- provide this plan in an accessible format, upon request
- review and update the plan at least once every five years.

5. Establishment of Accessibility Policies – 2014

OPTrust will develop, implement and maintain a corporate policy or policies governing how the organization will achieve accessibility. OPTrust will make the corporate policy(ies) available to the public on the OPTrust website and in accessible formats upon request.

Status: Completed by 2014

6. Customer Service Standards – 2012-2016

OPTrust is committed to interacting, communicating and providing goods and services to members of the public that are based on full inclusion of persons with disabilities. Whether a person's disability is apparent or not, everyone should be treated with courtesy, made to feel welcome and have their need for accommodation respected when interacting with OPTrust.

OPTrust believes in integration and equal opportunity for all individuals. We are committed to treating all people in a way that allows them to maintain their dignity and independence and contribute to their maximum potential.

Customer Service Training

OPTrust will provide Customer Service training to front line staff that includes:

- a review of the purposes of AODA and the accessibility standards for customer service
- how to interact and communicate with people with various types of disabilities
- how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- what to do if a person with a disability is having difficulty in accessing OPTrust's services.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption of services or facilities for customers with disabilities OPTrust will notify customers promptly. This notice will include information about the reason for disruption, how long it is expected to last and a description of any alternative facilities/services available (if any).

Status: Completed by 2012

Feedback Process

OPTrust will provide customers who wish to share feedback on the services offered to people with disabilities in a variety of ways, including phone and email. If a method is not suitable, customers can request another option, and OPTrust is committed to providing accessible formats and communication supports upon request.

Status: Completed by 2015

OPTrust will:

- provide customer service training (as described above) to *all* staff and the Board of Trustees
- ensure new employees receive the training as part of their orientation
- maintain records that reflect when training has been carried out and by whom
- provide a feedback mechanism so that customers with disabilities are able to comment on how the organization provided accessible customer service, and that feedback process is accessible by arranging for the provision of accessible formats and communication supports.

Status: Completed by 2016

7. Employment Standards – 2016

OPTrust is committed to fair and accessible employment practices that attract and retain employees with disabilities.

In summary:

- OPTrust’s website and job postings specify accommodations are available for applicants with disabilities.
- Applicants selected to participate in an assessment or selection process will be informed that accommodations are available during the recruitment process, in relation to materials and processes used.
- When making offers of employment, OPTrust will notify the successful candidate of its policies for accommodating employees with disabilities.
- Inform employees of policies that support employees with disabilities, including the provision of job accommodation that take into account an employee’s accessibility needs due to a disability.
- New employees will receive training on AODA and Accessible Customer Service in a timely manner – i.e. as part of their orientation at OPTrust.
- Develop individualized emergency workplace response and individual accommodation plans and processes.
- Develop and document a return to work (RTW) process for employees who have been absent from work due to a disability, outlining the steps OPTrust will take to facilitate the employee’s return to work.
- OPTrust will review and assess emergency workplace response procedures, individualized emergency workplace response plans, individual accommodation plans and RTW plans so as to ensure accessibility issues are addressed regularly.

- In relation to performance management, OPTrust will consider the performance needs of employees with disabilities, as well as individual accommodation plans when using its performance management process in respect of people with disabilities, including when providing career development and advancement or when redeploying employees with disabilities.

Status: Completed by 2016

8. Public Spaces/Built Environment – 2017

OPTrust will work with Oxford Properties to ensure that Oxford understands its deliverables and obligations under the IASR regarding public spaces and the built environment.

OPTrust will work with Oxford Properties (building management for its premises at 1 Adelaide St. East) to establish plans to meet the accessibility standards for the design of public spaces when building or making major modifications to public spaces, and will evaluate all public spaces under our responsibility (if any) for barriers on an annual basis.

Status: In progress and ongoing

9. Information and Communication Standards – 2014-2021

OPTrust is committed to making company information and communications accessible to persons with disabilities.

Accessible Websites and Web Content

The Information and Communications Standard under the IASR requires OPTrust to communicate and provide information in ways that are accessible to people with disabilities.

OPTrust will make its websites and all web-related content under its direct control conform to the Web Content Accessibility Guidelines (WCAG) 2.0 Level A.

Status: Completed by 2014

OPTrust will by 2021 ensure that all public websites and web content posted meet WCAG 2.0 Level AA other than criteria 1.2.4 (live captions) and 1.2.5. (pre-recorded audio descriptions).

Status: In progress and ongoing

Feedback and Accessible Formats and Communication Supports

OPTrust will:

- communicate the availability of accessible formats and communication supports on its website and, upon request, provide or arrange for the provision of accessible formats in a timely manner
- ensure the processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of accessible formats on request.

Status: Completed in 2015

Approved effective January 1, 2014

Amended effective November 21, 2017



Hugh O'Reilly

President & Chief Executive Officer

OPTrust

This document is available in accessible formats upon request.



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