



OTPP Multi-Year Accessibility Plan

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Owner: **Chief Pension Officer
Chief People Officer**

Approval: **Chief Pension Officer
Chief People Officer**

Contact: **Senior Manager, Plan Policy & Research**

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1. Purpose

Under Ontario's *Accessibility for Ontarians with Disabilities Act, 2005* ("AODA"), private and not-for-profit organizations with 50 or more employees must create a multi-year accessibility plan and accessibility policies. This accessibility plan outlines the policies and actions that the Ontario Teachers' Pension Plan ("OTPP") will put in place between 2014 and 2021 to improve opportunities for people with disabilities.

Through our core values, we champion accountability and risk consciousness, and respect diversity. OTPP is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the AODA.

2. Audience/Applicability

This document applies to all OTPP employees, Board Members and other personnel engaged by OTPP to provide services.

3. Requirements

The following is a list of commitments and action items OTPP will undertake in order to ensure accessibility requirements are met under the AODA.

3.1. Accessible Emergency Information

OTPP is committed to providing its clients with any publicly available emergency information in an accessible way either *via* telephone, facsimile, email, or in person upon request. We will also provide employees with disabilities with individualized emergency response information as soon as practicable after we become aware of the need for accommodation.

3.2. Training

OTPP will provide training to all personnel on Ontario's accessibility laws and on the *Human Rights Code* as it relates to people with disabilities. The amount and format of training will be in relation to the person's level of interaction with OTPP's clients, employees and job applicants.

OTPP has taken the following steps to ensure employees are provided with the training needed to meet Ontario's accessibility laws by **January 1, 2015**:

- Determination of level of training for appropriate parties
 - Format will be determined

OTPP will keep a record of the training provided, including the dates on which the training is provided and the number of individuals to whom it is provided.

3.3. Information and Communications

OTPP is committed to meeting the communication needs of people with disabilities. We will work with people with disabilities to discuss and accommodate their information and communication needs.

OTPP has taken the following steps to make all new external websites, content and web-based applications on those sites conform to Web Content Accessibility Guidelines (“WCAG”) 2.0, Level A, by **January 1, 2014**:

- OTPP will require that any new external websites including associated web content and web-based applications on those sites conform to WCAG 2.0 level A

OTPP has taken the following steps to ensure existing feedback processes are accessible to people with disabilities upon request by **January 1, 2015**:

- AODA Providing Services to People with Disabilities Policy and Accessible Feedback Process documents will be made available to OTPP’s clients and the public in an accessible format, or *via* accessible communication support upon request.
- In order to determine the appropriate format or communication support, OTPP will consult with the person making the request.
- Information will be provided as soon as is practicable; however, timeframes will be dependent upon the format requested.

OTPP has taken the following steps to make sure all publicly available information is made accessible upon request by **January 1, 2016**:

- All pertinent documentation will be made available to OTPP’s clients and the public in an accessible format, or *via* accessible communication support upon request.
- OTPP will consult with the person making the request in determining the suitability of an accessible format or communication support provided.
- Information will be provided as soon as is practicable; however, timeframes will be dependent upon the format requested.

OTPP will take the following steps to make all external websites and content conform to WCAG 2.0, Level AA other than success criteria 1.2.4 Captions (Live) and 1.2.5 Audio Descriptions (Pre-recorded) by **January 1, 2021**:

- WCAG 2.0 testing on all existing websites to identify any gaps.
- Any identified gaps are rectified on or before January 2021.
- All web-based applications associated with external websites will be reviewed for compliance with WCAG 2.0 Level AA and corrective action taken as required on or by January 2021.

3.4. Employment

OTPP is committed to fair and accessible employment practices.

By January 1, 2016, OTPP has taken the following steps to notify the public and personnel that, when requested, OTPP will accommodate people with disabilities during the recruitment and assessment processes and when people are hired:

- Notify employees and the public in recruitment processes about the availability of accommodation for applicants with disabilities.

- Notify job applicants during a recruitment process, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used.
- If a selected applicant requests an accommodation, consult with the applicant and provide or arrange for the provision of a suitable accommodation.
- When making offers of employment, notify the successful applicant of OTPP policies for accommodating employees with disabilities.
- Inform employees of policies used to support employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.
- Provide this information to new employees as soon as practicable after they begin their employment.
- Upon request, consult with an employee to provide or arrange for the provision of accessible formats and communication supports for:
 - information that is needed to perform the employee's job; and
 - information that is generally available to employees in the workplace.
- Consult with the employee making the request in determining the suitability of an accessible format or communication support.

By January 1, 2016, OTPP has developed and has in place a written process for the development of documented individual accommodation plans for employees with disabilities. The process includes the elements specified in s. 28(2) of the *Integrated Accessibility Standard* Regulation.

By January 1, 2016, OTPP has developed and has in place a return to work process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work. The process is documented as required under s. 29(2) of the *Integrated Accessibility Standards* Regulation.

OTPP will take into account accessibility needs and individual accommodation plans when using the performance management process, career development and advancement process, and redeployment process.

3.5. Design of Public Spaces

By January 1, 2017, OTPP has met the Accessibility Standards for the Design of Public Spaces when building or making major modifications to service-related elements, such as service counters and waiting areas.

4. Monitoring/Oversight Practice

OTPP will review and update its Multi-Year Accessibility Plan on an annual basis. The Multi-Year Accessibility Report is posted on otpp.com and will be made available in alternate formats upon request.

5. Roles and Responsibilities

This document is issued by the Chief Pension Officer and the Chief People Officer. It is overseen by the Senior Manager, Plan Policy & Research.

It is the responsibility of the Senior Manager, Plan Policy & Research to conduct an annual review of the Multi-Year Accessibility Plan, update it as required and in conjunction with the Chief Pension Officer to file the required Accessibility Compliance Report with the Ontario Government by December 31 each year.

Questions about the Multi-Year Accessibility Plan, or issues and concerns, should be referred to the Senior Manager, Plan Policy & Research.

6. Maintenance & Review

This document was approved effective September 21, 2017. It is next scheduled for review on September 21, 2018. This document will be reviewed on an annual basis.