



Ontario Lottery & Gaming Corporation
Multi Year Accessibility Plan

Advocating Accessibility for
OLG Customers and Employees

Updated 2017

Ontario Lottery and Gaming Corporation – Accessibility Plan and Policies

1. Introduction

Ontario Lottery & Gaming Corporation (OLG) is a designated public sector organization that is subject to the provisions of the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA); its purpose is to ensure greater accessibility for Ontarians with disabilities. Since becoming law, OLG has been required to comply with its provisions, which are being phased in between 2010 and 2025. The AODA is Ontario's roadmap to become barrier-free by 2025. Under the AODA, Ontario Regulation 191/11 - Integrated Accessibility Standards Regulation (IASR) establishes accessibility standards for

- Customer service
- Information and communications
- Employment
- Transportation
- Design of Public Spaces

This Multi-Year Accessibility Plan outlines OLG's compliance with the AODA; outlines current achievements with regards to accessibility; sets out OLG's upcoming obligations pursuant to the AODA; and identifies how OLG will meet those obligations. OLG is committed to fulfilling our requirements under the AODA and making its premises and services accessible to all Ontarians. This document will be provided in an alternative format upon request.

In accordance with the IASR, OLG will:

- Report annually on progress in implementing this plan and our ongoing efforts to prevent and remove barriers by updating this document and posting the updates on the OLG website.
- Provide all information relating to this plan in an alternative format upon request.

2. Commitment to persons with disabilities

OLG is committed to treating all people in a way that allows them to maintain their dignity and independence. OLG believes in integration and equal opportunity and is committed to meeting the needs of people with disabilities in a timely manner. We will do so by preventing and removing barriers and meeting accessibility requirements under the *Accessibility for Ontarians with Disabilities Act*.

3. OLG Accessibility Department

In 2009, OLG created an Accessibility Department within OLG's Legal Division to coordinate efforts to ensure OLG meets its obligations under the AODA. This department also works to inspire leadership in inclusion throughout OLG by:

- providing subject matter expertise with consultations in and outside the organization
- reinforcing and promoting OLG accessibility tools and guides
- supporting or coordinating many other initiatives, as shown throughout this document.
- sharing OLG's accessibility best practices and experience with our partners.
- providing alternative formats, upon request.

4. Definitions

Accessible Elements, as defined by the Accessibility Directorate, refers to any element that is meant to serve people with disabilities. This may include, but are not limited to, elevators, escalators, voice announcement systems.

Accessible Formats, as defined by the Regulation, may include, but are not limited to, large print, recorded audio and electronic formats, braille, and other formats usable by persons with disabilities.

Barrier, as defined by the AODA, means anything that prevents a person with a disability from fully participating in all aspects of society because of a disability, including a physical barrier, an architectural barrier, information or communication barrier, an attitudinal barrier, a technological barrier, a policy or practice.

Communication, as defined by the Regulation, means the interaction between two or more persons or entities, or any combination of them, where information is provided, sent or received.

Communication Supports, as defined by the Regulation, may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

Disability: according to the Ontario Human Rights Code, also referenced by the AODA, disability means:

- any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes: diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device
- a condition of mental impairment or a developmental disability
- a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language
- a mental disorder
- an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*

Extranet Website, as defined by the Regulation, means a controlled extension of the intranet or internal network of an organization to outside users over the internet.

Feedback is considered as any comments, concerns, suggestions, or complaints about OLG's services received by the OLG from the public or OLG customers or stakeholders.

Information, as defined by the Regulation, includes data, facts and knowledge that exists in any format, including text, audio, digital or images, and that conveys meaning.

Intranet website, as defined by the Regulation, means an organization's internal website that is used to privately and securely share any part of the organization's information or operational systems within the organization and includes extranet websites.

Internet Website, as defined by the Regulation, means a collection of related web pages, images, videos or other digital assets that are addressed relative to a common Uniform Resource Identifier (URI) and is accessible to the public.

New Internet Website, as defined by the Regulation, means either a website with a new domain name or a website with an existing domain name undergoing a significant refresh.

Support person, as defined by the Regulation, means, in relation to a person with a disability, another person who accompanies the person with a disability in order to help with communication, mobility, personal care or medical needs or with access to goods, services or facilities.

Web Content Accessibility Guidelines, as defined in the Regulation, mean the World Wide Web Consortium Recommendation, dated December 2008, entitled "Web Content Accessibility Guidelines (WCAG) 2.0".

Web Page, as defined in the Regulation, means a non-embedded resource obtained from a single URI using Hypertext Transfer Protocol (HTTP) and any other resources that are used in the rendering or intended to be rendered together with it by a user agent.

OLG's Multi-Year Accessibility Plan

The OLG's Multi Year Accessibility Plan is intended to be a living document that is subject to ongoing review and updating. OLG will implement policies in accordance with this multi-year plan and work to refine practices and plans as required. OLG will review and where appropriate update this multi-year plan and policies annually. OLG is committed to this practice on an annual basis to ensure the multi-year plan and policies are updated at least once every five years as required under the IASR.

In 2016, the OLG was the subject of a file review by the Accessibility Directorate of Ontario (ADO) to confirm OLG's compliance with the AODA and its standards. The review was conducted under the authority of section 16 and 17 of the AODA. The file review focused on OLG's compliance with the IASR in the areas of:

- Section 4(1) Multi Year Plan,
- Section 7 (1- 4) Training,
- Section 12(3) Accessible Formats,
- Section 22 Employment/Recruitment,
- Section 27(1) Workplace Emergency Response.

The ADO concluded the information provided by OLG satisfied the requirements and recommended the OLG take the following actions:

- Update OLG's recruitment process to include an explicit statement to indicate OLG will provide accommodation to applicants.

OLG has implemented the ADO's recommendation and updated all career postings with the following statement:

"OLG is an equal opportunity employer and is committed to providing employment accommodation in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act. If you require accommodation to apply or if selected to participate in an assessment process, please advise Human Resources"

This update has been cascaded to all OLG HR staff as well OLG English and French websites have been updated.

1. General IASR Requirements

A. Procurement:

OLG will incorporate accessibility features and criteria when procuring or acquiring goods or services or facilities, except where not practicable to do so. Where it is deemed not practicable to do so, OLG will provide an explanation upon request. OLG will follow and incorporate any new requirements, directives or policies as may be mandated by the Ontario Government.

Action Taken & Ongoing Activities:

OLG has reviewed its procurement processes to ensure that it continues to meet the requirements under the IASR and follow those requirements mandated by the Ontario Government including any directives or guidelines related to meeting accessibility obligations in procurement. OLG will continue to include accessibility criteria and features when procuring goods, service or facilities, except where it is not practicable to do so.

Where it is not practicable to incorporate accessibility criteria and features into procurement

processes, OLG will provide a written explanation upon request.

Compliance date: January 1, 2013

Status: Requirement met

B. Training:

OLG will provide training to all employees, co-op students and volunteers on the requirements of accessibility standards and on the *Ontario Human Rights Code* as it pertains to people with disabilities.

Action Taken & Ongoing Activities:

All OLG employees received training on the AODA Customer Service in 2009 and the AODA Integrated Accessibility Standard including the Ontario Human Rights Code as it pertains to persons with disabilities in 2013.

All newly hired employees are required to complete AODA training modules within 90 days of employment. OLG Human Resources Department maintains records of the individuals trained and the dates on which the training was received.

All training materials and resources pertaining to both the IASR and Customer Service are available to all staff on the OLG intranet. OLG received an award from the Canadian Society of Training and Development for the AODA Customer Service training module.

Training will be provided on an on-going basis as deemed necessary or in connection to changes in OLG's policies

Compliance date: January 1 2014

Status: Requirement met

2. IASR Information and Communication Requirements

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

A. Accessible Emergency Information

OLG currently does not make emergency procedures, plans or public safety information available to the public. OLG will continue to ensure that any information that it prepares and makes available to the public is provided in an accessible format upon request as soon as practicable. This includes information about emergency procedures that may be prepared and made available to the public in future.

Compliance date: January 1 2012

Status: Requirement met

B. Feedback

OLG Policy will ensure that the processes for receiving feedback are accessible to persons with disabilities by providing accessible formats or communication supports upon request.

Action Taken & Ongoing Activities:

OLG continually monitors the feedback processes to ensure they are accessible to persons with disabilities. The existing feedback processes were revised to ensure the processes are accessible to people with disabilities upon request, to the extent practicable:

- OLG customer feedback processes allow for multiple types of communication such as email, telephone, or regular mail.
- OLG calls are monitored and all accessibility related inquiries are forwarded to the appropriate OLG Department as well as the OLG Accessibility Department for review and resolution.

Compliance Date: January 1, 2014

Status: Requirement met

C. Accessible Format and Communication Supports

OLG will, upon request, provide or arrange for the provision of accessible formats and communication supports to persons with disabilities in a timely manner, taking into account the person's accessibility needs and in consultation with the person making the request to determine the suitability of an accessible format or communication support.

Action Taken & Ongoing Activities:

OLG's policies reflect OLG's commitment to ensuring documentation is accessible to persons with disabilities. OLG's policies and this Multi-Year plan are reviewed annually and updated as necessary.

Compliance date: January 1 2015

Status: Requirement met

D. Accessible Websites and Content

OLG aims to meet the Web Content Accessibility Guidelines (WCAG) 2.0 Level A in regards to any new websites and web content except where it is not practicable to do so.

Action Taken & Ongoing Activities:

OLG will take the following steps to make all websites and content conform to WCAG 2.0, Level AA by January 1, 2021, to the extent practicable:

- Ensure all new web sites are WCAG 2.0 Level AA compliant.
- Identify accessibility features and functions during planning stages; identify all accessibility non-compliance during User Acceptance Testing phases.
- Conduct accessibility reviews of web sites prior to launch.
- External developers are required to provide an accessibility conformance signoff to ensure websites meet the requirements of the WCAG 2.0 Level AA.

Compliance Date: January 1, 2021

Status: Target completion date is January 1 2021

3. Employment Requirements under the IASR

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

A. Accessible Emergency Information

Where OLG is aware of an employee's disability, OLG will provide individualized workplace emergency response information to employees as soon as practicable after becoming aware of the need for accommodation. Only with the employee's consent, OLG will also provide the workplace emergency response information to the person designated by the OLG to provide assistance to that employee.

Action Taken & Ongoing Activities:

OLG is committed to ensuring that plans and preparations are in place for specific needs of employees with disabilities should an emergency arise. OLG has provided and will continue to provide individualized workplace emergency response information to employees upon request. OLG will continue to review this process to ensure it is effective and the dignity of OLG employees is maintained.

Compliance Date: January 1, 2012

Status: requirement met

B. Recruitment

OLG will ensure that OLG employees and the public are notified and aware that accommodations for applicants with disabilities are available upon request. This will include job applicants selected to participate in an assessment or selection process.

OLG will ensure that it provides or arranges for the provision of suitable accommodation, in consultation with the applicant, and in a manner that takes into account the applicant's accessibility needs.

Action Taken & Ongoing Activities:

OLG has taken steps to ensure that its employees and the public are aware of the availability of accommodations for disabilities. For example, OLG revised all job advertisements to include a statement that disability related accommodations are available upon request. Job applicants selected to participate in an assessment or interview are also notified when invited to participate in an interview. In the event that accommodations are required, they are provided in consultation with the applicant in order to take into account that applicant's accessibility needs.

Compliance Date: January 1, 2014

Status: Requirement met

C. Information for employees

OLG will ensure that current and new employees are notified and aware of the OLG's policies for accommodating and supporting employees with disabilities and employees are informed of any changes to such policies.

Action Taken & Ongoing Activities:

OLG ensures that all employees are notified of any changes to current policies and the

implementation of any new policies via internal communications and OLG intranet site where all current and new accessibility policies are posted and available to employees.

All new OLG employees are required to complete the OLG New Hire Orientation training program which includes a section on accessibility.

Compliance Date: January 1, 2014
Status: Requirement met

D. Process to accommodate employees

Where OLG is aware of an employee's disability, and where it has been requested by an employee, OLG will consult with the employee to provide or arrange for the provision of accessible formats and communication supports suitable to the employee for any information that is needed in order to perform their job and any information that is generally available to employees in the workplace.

OLG has developed a written process for the development of documented individual accommodation plans for employees with disabilities. This process is reviewed annually.

OLG will ensure the accessibility needs for employees with disabilities and their individual accommodation plans are taken into account when assessing an employee's performance, when providing career development and advancement to an employee, and when redeploying an employee.

Action Taken & Ongoing Activities:

OLG developed an internal process and template for Individual Accommodation requests. This process is intended to support employees with disabilities by implementing processes which allow for individualized plans for each person's accommodation needs and to ensure OLG takes into account the accessibility needs of its employees.

Compliance Date: January 1, 2014
Status: Requirement met

4. Design of Public Spaces

OLG will ensure that any new construction or redevelopment of areas, facilities or structures that OLG intends to maintain meet the requirements set out in section 80 of the IASR.

A. Accessible Elements

OLG will maintain the following procedures for preventative and emergency maintenance of the accessible elements in OLG controlled public spaces. OLG staff will monitor accessible elements of OLG's public spaces and upon the identification of any issue, will report any findings to building facilities management as soon as reasonably possible for timely remediation and/or emergency maintenance where necessary.

Action Taken & Ongoing Activities:

If any construction or redevelopment of OLG public spaces is planned, OLG will evaluate plans to ensure they meet the standards set out in Section 80 of the IASR, including technical requirements relating to service counters, queuing guides and waiting areas.

Compliance Date: January 1, 2016

Status: Requirement met

5. Customer Service Standard

A. Establishment of policies

Please see OLG Policy CP-06-01-001 AODA Customer Service which is available in alternative formats, upon request.

B. Use of service animals and support persons

Please see OLG Policy CP-06-01-001 AODA Customer Service and OLG Policy CP-06-01-003 Service Animals which is available in alternative formats, upon request.

C. Notice of temporary disruptions

Please see OLG Policy CP-06-01-001 AODA Customer Service which is available in alternative formats, upon request.

D. Training for staff

Please see OLG Policy CP-06-01-001 AODA Customer Service which is available in alternative formats, upon request

E. Feedback process

Please see OLG Policy CP-06-01-001 AODA Customer Service which is available in alternative formats, upon request.

F. Format of documents

Please see OLG Policy CP-06-01-001 AODA Customer Service which is available in alternative formats, upon request.

For more information:

For more information on this accessibility plan, please contact OLG Customer Support Line:

- Phone: 1-800-387-0098
- Email: visit the website page (www.olg.ca), Contact Us section

Alternative accessible formats of this document are available, upon request from the OLG Customer Support Line.