



Advocating Accessibility
For
OLG Customers & Employees

Ontario Lottery and Gaming Corporation

Multi-Year Accessibility Plan

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. It includes accessibility standards in:

- Customer service
- Information and communications
- Employment
- Transportation
- The built environment

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.

Commitment to persons with disabilities

OLG 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 and are committed to meeting the needs of people with disabilities in a timely manner. We will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the *Accessibility for Ontarians with Disabilities Act*.

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.

Accessibility Policies

OLG has developed policies for AODA Customer Service and AODA Integrated Accessibility Standard and they are posted on the OLG intranet and OLG external website. AODA policies are reviewed and, if required, updated annually. These policies are available in alternative formats, upon request.

Legislated Compliance Date: January 1, 2013

Status: Completed

Accessible Emergency Information

OLG is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

Legislated Compliance Date: January 1, 2012

Status: Completed

Training

OLG will provide training to employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

OLG will ensure employees are provided with the training needed to meet Ontario's accessible laws:

- All OLG employees completed an online training for the AODA Integrated Accessibility Standards by December 2013.
- OLG's New Hire Program has been enhanced to include accessibility training for all AODA Standards and was re-launched April 2014.
- All training is tracked and monitored for reporting purposes.

Legislated Compliance Date: January 1, 2014

Status: Completed

Kiosks

By January 1, 2013 OLG implemented the following steps to ensure employees consider the needs of people with disabilities when designing, procuring, or acquiring self-service kiosks:

- Kiosk business requirements documentation includes accessibility features and functions checklists.
- OLG Project Management processes have been augmented with accessibility criteria.
- OLG Procurement processes have been enhanced with accessibility compliance statements and each contract for services or products are modified with accessibility expectations.

Legislated Compliance Date: January 1, 2013

Status: Completed

Information and communications

OLG is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

To the extent that is practicable, OLG has implemented the following steps to ensure new websites and content on those sites conform to WCAG 2.0, Level A:

- New OLG websites are assessed and evaluated for accessibility to ensure conformance with WCAG 2.0 Level A.
- OLG web content is assessed and evaluated for accessibility conformance.
- External developers are required to provide an accessibility conformance signoff to ensure websites meet the requirements of the WCAG 2.0 Level A.

Legislated Compliance Date: January 1, 2014

Status: Completed

OLG has upgraded the existing feedback processes 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 OLG Accessibility Department for review and resolution.

Legislated Compliance Date: January 1, 2014

Status: Completed

OLG will take the following steps to make sure all publicly available information is made accessible upon request by January 1, 2015, to the extent practicable:

- By December 2013, all OLG employees completed the training module on the AODA IARS.
- The Accessibility Department has the capability of producing Braille documents upon request.
- All OLG Gaming Getaway Restaurants offer menus in large print and Braille.
- Develop a procedure for processing requests for alternative formats and post it on the OLG's internal intranet site. This process will include an "Accessible Format Request Form" to be completed by OLG staff upon receipt of a request from the public for documentation in an alternative format.

Legislated Compliance Date: January 1, 2015

Status: Completed

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 all 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.

Legislated Compliance Date: January 1, 2021

Status: In progress

Employment

OLG is committed to fair and accessible employment practices and will take the following steps to notify applicants and employees that accommodations will be provided, upon request.

- By January 1, 2014 all existing policies and procedures were reviewed and where necessary, processes augmented for people with disabilities.
- The OLG New Hire Orientation training program was launched April 2014 and includes a section on accessibility.

OLG has completed the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability:

- A review existing policies and procedures and if necessary, augment processes for people with disabilities on the development of accommodation plans and return to work processes.
- Created an “Individual Accommodation Request Form” and review annually.

The following steps will be taken to ensure the accessibility needs of employees with disabilities needs are taken into account during performance management, career development, and redeployment processes:

- Review existing policies and procedures amend where necessary.

Legislated Compliance Date: January 1, 2014
Status: Completed

Design of Public Spaces (formerly the Built Environment)

OLG will meet the Accessibility Standards for the Design of Public Spaces when building new structures or during major renovations to public spaces. Public spaces include:

- Outdoor paths of travel, such as sidewalks, ramps, stairs, curb ramps, rest areas
- Accessible off street parking
- Service-related elements such as service counters, fixed queuing lines and waiting areas.

Legislated Compliance Date: January 1, 2016
Status: In progress

OLG's Accomplishments

Customer Service Policy

OLG's accessible customer service policy (2009) meets all the requirements of the customer service regulation.

Accessibility training

OLG designed and delivered online e-learning courses to all OLG employees to address the requirements of the AODA Customer Service Standard and the Integrated Accessibility Standards.

OLG shared the training program with partners at the OLG Resort Casinos and Great Blue Heron Gaming.

Awards

OLG was awarded the prestigious Silver Canadian Award for Training Excellence for the program "Accessible Customer Service E-Learning Program" from the Canadian Society for Training and Development (CSTD) in 2010.

OLG was awarded the March of Dimes Canada Award of Merit for Barrier Free Design (National) and was recognized for excellence in accessibility design and promotion of public awareness of the importance of barrier free design of the OLG Lottery Prize Centre located at 20 Dundas Street West, Toronto, Ontario in 2009.

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 free upon request from the OLG Customer Support Line.