

OLG Annual Accessibility Status Report

Updated December 2017

Integrated Accessibility Standards Regulation (IASR)

- In 2016-17, the Ontario Lottery and Gaming Corporation (OLG) remained in compliance with the Ontario Regulation 191/11, Integrated Accessibility Standard.
- Since 2009, OLG has had an accessible feedback process to respond to inquiries and suggestions from the public by mail, e-mail, and telephone.

Accessibility policies

- OLG has posted information for the public on the Internet site.

Accessibility plans

- The OLG Multi Year Accessibility Plan outlines the corporation's strategy to prevent and remove barriers to accessibility.

Procuring or acquiring goods, services or facilities

- OLG is committed to incorporating accessibility criteria and features when procuring or acquiring goods, services, or facilities except where it is not practicable to do so.
- OLG Requests for Information, Quotes and Proposals are reviewed for accessibility criteria prior to distribution.

Self-service kiosks

- OLG is committed to incorporating accessibility features into self service kiosks, where practicable.
- OLG has implemented new installation requirements for all ticket checkers for new store openings consistent with best practice accessibility guidelines.
- A comprehensive physical survey was conducted at all retail locations to identify any pre-existing locations where a ticket checker was not installed at an accessible height and/or location. The ticket checker has been lowered or moved to an accessible location at 180 stores where they had been either installed on a counter or on the wall. Work is ongoing to have approximately 230 ticket checkers that are installed on OLG's Basic Playstands lowered to the side with an adjustable mounting bracket for better visibility by persons using mobility devices.
- OLG's Playstands have been redesigned to have the ticket checker at a lower position. The changes to these Playstands are in place for all new installations.

Emergency procedures and plans

- Emergency procedures and plans that are prepared by OLG and made available to the public will be made available in an accessible format as soon as practicable, upon request.

Training

- OLG developed a customized online training program to communicate the requirements of the AODA Integrated Accessibility Standards. All OLG employees completed the training by December 31, 2013.
- OLG New Hire Orientation training includes an AODA module. All employees are required to complete the training within the first 90 days of employment.
- Information regarding Lottery Retailers' obligations under AODA was included in the March and October editions of OLG's Retailer Bulletin which was distributed to all OLG retailers.
- OLG Toronto Prize Centre staff received additional training on how to serve customers with vision, hearing and mobility disabilities in December 2017.

Feedback

- 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.

Websites and web content

- OLG has adopted an internal IT standard based upon the WCAG 2.0.
- New OLG web sites being developed are evaluated for accessibility to ensure they meet WCAG 2.0 Level AA conformance.
- OLG web sites that have had a significant refresh are being evaluated for accessibility to ensure they meet WCAG 2.0 Level AA conformance.
- OLG best practices for creating accessible web content are provided to web content creators and vendors to ensure significant accessibility barriers are removed from OLG web content and web sites.
- Web accessibility evaluations are being conducted following the W3C Web Content Accessibility Evaluation Methodology 1.0.
- External web service providers are required to certify all new web development and content completed for OLG complies with WCAG 2.0 Level AA.

Workplace emergency management

- Where OLG is aware that an employee has a disability and that there is a need for accommodation, individualized workplace emergency response information will be provided to the employee.

Information and Communications

- OLG is committed to provide communications support, publications and information to the public in accessible formats upon request.
- As of 2015, OLG has had a formal process and procedure in place to provide documents in accessible formats to persons with disabilities upon request.
- To increase employee awareness, OLG posted information on its intranet site regarding accessibility including a tools and resources section.
- OLG is committed to making company information and communications accessible to persons with disabilities.
- OLG provides Braille and large print menus at all OLG Getaway Restaurants.

Employment

- OLG is committed to fair and accessible employment practices that attract and retain employees with disabilities. This includes providing accessibility across all stages of the employment cycle. OLG has reviewed and, as necessary, revised its employment policies, procedures and processes to ensure accessibility and accommodation is provided to applicants and employees with disabilities.
- As of 2013, all OLG employees completed the AODA Customer Service Training Program module and the AODA Integrated Accessibility Standards.
- OLG's New Hire Orientation module was updated to include the AODA Customer Service Standard Regulation and the AODA Integrated Accessibility Standards requirements.

Design of Public Spaces

- OLG is committed to the applicable Design of Public Spaces Standards and its goal to remove barriers in public spaces and buildings. OLG will ensure that any applicable requirements for new construction and redevelopments, as set out and scheduled in the standards, are followed.
- In late 2016 renovations began to OLG's Toronto Prize Centre and associated office space. The design has taken into account the needs of persons with disabilities in full compliance with the requirements of the Design of Public Spaces Standard and the Ontario Building Code.
 - The renovation and expansion of OLG's Toronto Prize Centre and associated office space was completed in the fall of 2017. Significant accessibility improvements have been made to both the public and office spaces. These include:

- A new fully wheelchair accessible entrance off Dundas Street,
- New fully accessible public washrooms.
- A wheelchair accessible prize claim transaction counter and reception desk.
- T-loop assistive listening devices have been installed at the main floor reception desk, the accessible transaction counter and in the Prize Claims Investigations interview room.
- All room signage is in both braille and raised tactile letters.
- Seating in the waiting area includes fixed seating with and without arms and an area reserved for persons using mobility devices.
- The lottery sales kiosk within the Prize Centre includes a lowered transaction counter section accessible to those persons using mobility devices.