

2023-2027

# UPP Multi-Year Accessibility Plan

## Accessibility for Ontarians with Disabilities Act (AODA)

The University Pension Plan Ontario (“UPP”) is committed to principles of independence, dignity, integration and equality of opportunity for persons with disabilities. UPP aims to ensure that all Personnel, members of the Plan and/or public, contractors, vendors, regulators and other third parties can access services and information when and how they need it. UPP is committed to complying with both the *Accessibility for Ontarians with Disabilities Act, 2005* (“AODA”) and the *Ontario Human Rights Code* (the “Code”).

## Statement of Commitment

UPP will develop a Multi-Year Accessibility Plan that outlines a strategy to prevent and remove barriers for individuals with disabilities and to address the requirements of all applicable legislation, including the AODA and its regulations. UPP will post the Accessibility Plan on the organization’s website and provide the Accessibility Plan in an Accessible Format upon request. UPP will also prepare an annual status report on the measures taken to implement the Accessibility Plan.

## Identification of Barriers

UPP seeks ongoing input from employees, the public and other stakeholders via email at: [people.team@universitypensionplan.ca](mailto:people.team@universitypensionplan.ca). The information collected from these sources will be analyzed and considered in review of UPP’s Multi-Year Accessibility Plan and updated as required.

## Review of AODA Multi-Year Accessibility Plan

In consultation with persons with disabilities and as required, UPP will review and update the Accessibility Plan at least every five (5) years.

## Standards of Accessibility under AODA

### 1. General Requirements

The following is a list of commitments and action items UPP has undertaken in order to ensure accessibility requirements are met under the AODA.

#### 1.1 Accessible Emergency Information

UPP provides individualized workplace emergency response information to Personnel when it becomes aware of the need for accommodation due to disability. UPP provides this information as soon as practicable after becoming aware of the need for accommodation.

#### 1.2 Training

UPP will continue to provide training to all Personnel or anyone else working on behalf of the organization in Ontario or responsible for the development of UPP policies, and will maintain records of such training, in accordance with the requirements as set out by AODA and the Code as it relates to persons with disabilities. A

record of such training will be maintained by the UPP People Team. Personnel will also receive updates when changes are made to the Policy.

UPP has taken the following steps to ensure employees are provided with the training needed to meet Ontario's accessibility laws, by June 30, 2021:

- Provide AODA training to all existing employees and new hires via video, presentation and written format.
- New employees are required to complete the Compliance training within five (5) business days of their hire date.
- UPP keeps a record of the training provided, including the dates on which the training is completed by each employee.

### 1.3 Information and Communications

UPP will notify Personnel and the public about the availability of Accessible Formats and Communication Supports. Upon request UPP will, in a timely manner and at no additional cost, provide or arrange for the provision of Accessible Formats and Communication Supports that take into account the person's accessibility needs due to disability (unless such information is unconvertible).

UPP 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 AA unless otherwise impracticable, by June 30, 2021:

- UPP will require that any new external websites including associated web content and web-based applications on those sites conform to WCAG 2.0 level AA.
- UPP will continue to assess accessibility of existing content;
- UPP will consult with persons requesting alternative formats.

## 2. Customer Service Standard

UPP is committed to providing service to members in a way that respects the principles of independence, dignity, integration, and equality of opportunity for persons with disabilities. UPP aims to ensure that all Personnel, members of the Plan and/or public, contractors, vendors, regulators and other third parties can access services and information when and how they need it.

UPP has taken the following steps to ensure compliance with this standard:

- Ensure all pertinent documentation is made available in an accessible format, or via accessible communication support upon request.
- Ensuring members, guests, and other third parties who are accompanied by service animals or support persons are accommodated.
- UPP will notify individuals if there is a planned or unexpected disruption of a facility or if service persons with a disability require access to UPP services. The notice will be posted at the entrance of the applicable premises (if applicable) and/or on the home page of UPP's website and will comply with the requirements of the AODA and its regulations.
- We welcome feedback about our delivery of services to, or engagement with people with disabilities we also welcome feedback on the employment experience of persons with disabilities, as it may identify areas that require change and will assist in UPP's goal of continuous service improvement.
- Where possible, feedback will be addressed immediately, with UPP making best efforts to provide a response in the same format in which the feedback was received. Some feedback may, however,

require more effort to address and may need to be reviewed before an action is taken. UPP will respond within 28 working days.

### 3. Employment Standard

#### a. Recruitment

UPP will notify Personnel, potential candidates, and the public that accommodations can be made during the engagement, recruitment or hiring processes. If an applicant requests accommodation, UPP will consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that considers the applicant's accessibility needs. UPP will also ensure that when making offers of employment, it notifies the successful applicant of its policies on accommodating Personnel with disabilities.

#### b. Communications and Informing Personnel

UPP notifies its Personnel of its policies (and any updates thereto), used to support individuals with disabilities, including policies on the provision of job accommodations that consider a Personnel's accessibility needs due to disability. This information is provided to new UPP Personnel as soon as practicable after they begin employment.

#### c. Documented individual accommodation and return to work plans

UPP will put in place a written process for the development of documented individual accommodation and return to work plans, where required, for Personnel with disabilities that comply with the AODA and its regulations. Where requested, a Personnel's individual accommodation and/or return to work plan will include any information regarding the provision of Accessible Formats and Communications Supports.

#### d. Performance management, career development, and redevelopment

UPP's performance management, career development and redeployment processes will consider the accessibility needs of Personnel.

UPP has reviewed and updated its policies and procedures to include the following elements:

- Accessibility needs of employees with disabilities, as well as individual accommodation plans are taken into account when using performance management processes;
- Accessibility needs of employees with disabilities, as well as individual accommodation plans are taken into account when providing career development and advancement opportunities; and
- Accessibility needs of employees with disabilities, as well as individual accommodation plans are taken into account when redeploying employees with disabilities.

### 4. Design of Public spaces

UPP will meet the Accessibility Standards for the Design of Public Spaces when building or making major changes to public spaces, such as reception counters or waiting areas.

UPP will notify individuals if there is a planned or unexpected disruption of a facility or if service persons with a disability require access to UPP services. The notice will be posted at the entrance of the applicable premises (if

applicable) and/or on the home page of UPP's website and will comply with the requirements of the AODA and its regulations.

Persons with a disability may use mobility aids or other assistive devices while on UPP premises in order to assist in accessing goods or services unless a health and safety or other lawful consideration would prevent such use, in which case UPP will ensure that alternate means are available within a reasonable time and location to provide access to UPP's services. It is the individual's responsibility to use such aids or devices in a safe manner while on UPP premises.

### **Communication of Multi-Year Accessibility Plan**

UPP's Multi-Year Accessibility Plan will be posted on UPP's external website and on the internal intranet page. If you have any questions regarding the plan, please contact us:

Attn.: UPP People Team - Accessibility  
Phone: 647-619-1846  
Email: [people.team@universitypensionplan.ca](mailto:people.team@universitypensionplan.ca)