HOOPP

# Multi-year Accessibility Plan

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**Healthcare of Ontario Pension Plan**

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# 1. Purpose

HOOPP is committed to fulfilling its obligations under the *Accessibility for Ontarians with Disabilities Act, 2005* (*AODA*) and this Multi-Year Accessibility Plan (the Plan) outlines the actions that HOOPP has undertaken and will continue to undertake to achieve and maintain accessibility for people with disabilities.

# 2. Statement of Commitment, General Requirements and Training

### 2.1 Statement of Commitment

HOOPP 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, to the extent reasonably possible, by preventing and removing barriers to accessibility and meeting accessibility requirements under *AODA*.

### 2.2 General Requirements

In accordance with *AODA* and its Regulations, HOOPP will:

- File an Accessibility Compliance Report every three (3) years, or as otherwise required;
- Make this Plan available on its website (www.hoopp.com) and, upon request, provide the Plan in an accessible format; and
- Review and update the Plan at least once every five (5) years, or as otherwise required.

### 2.3 Work Related Accessibility Training

HOOPP provides training to employees and contractors ("staff members") on the accessibility standards under *AODA* that are relevant to their work responsibilities and on Ontario's *Human Rights Code* as it relates to people with disabilities.

HOOPP will continue to take the following steps to ensure staff members are provided with training required under *AODA*:

- Training is provided to staff members as soon as practicable after hiring.
- HOOPP staff members are provided updated training, as required, when changes are made to the Plan or to HOOPP's accessibility policies or practices.
- HOOPP keeps records of the training provided, including the dates on which the training is provided and the number of individuals to whom the training is provided.

Please see also section 5.2 of this Plan for HOOPP's training policies as they relate to *AODA*'s "Customer Service Standards".

### 2.4 Procurement and Accessibility Considerations

HOOPP will consider accessibility criteria and features, where practicable, when procuring or acquiring goods, services or facilities. Where it is not practicable to incorporate accessibility criteria and features, HOOPP will provide an explanation upon request.

## 3. Information and Communications Standards

HOOPP is committed to meeting the communication needs of people with disabilities. HOOPP makes written information and other forms of communication accessible, upon request or as otherwise required by AODA.

### 3.1 Accessible Formats and Communication Supports

HOOPP will, upon request, provide or arrange for the provision of accessible formats and communication supports for persons with disabilities:

- in a timely manner that takes into account the person's accessibility needs;
- in consultation with the person making the request, to determine the suitability of an accessible format or communication support; and
- at a cost that is no more than the regular cost charged to other persons.

HOOPP has posted on **www.hoopp.com/accessibility** about the availability of accessible formats and communication supports.

### 3.2 HOOPP's Public Websites

HOOPP has ensured its public website and web content posted on its public website conform with WCAG 2.0 Level AA, to the extent practicable and as required by AODA.

The WCAG 2.0 Level AA standard applies only to HOOPP's public internet websites, such as www.hoopp.com. This standard does not apply to: (i) HOOPP's extranet websites, such as HOOPP's member portal, HOOPP's employer portal, or the Board of Trustees' extranet site, or (ii) HOOPP's intranet site.

### 3.3 Workplace Emergency Response Information

HOOPP is committed to protecting the health and safety of its employees. In accordance with *AODA*, if HOOPP is aware that an employee needs accommodation in an emergency due to a disability, HOOPP provides individualized emergency response information to that employee as required. HOOPP provides such individualized information as soon as practicable after HOOPP becomes aware of the need for accommodation. With the employee's consent, HOOPP also shares the information with anyone designated to help the employee in an emergency.

HOOPP reviews the individualized workplace emergency response information when:

- the employee moves to a different location in the organization;
- the employee's overall accommodation needs or plans are reviewed; and
- HOOPP reviews its general emergency response policies.

### 3.4 Emergency and Public Safety Information

To the extent that HOOPP makes emergency and safety information publicly available, HOOPP will provide such information in an accessible format or provide communication support, upon request.

## 4. Employment Standards

Pursuant to *AODA*, HOOPP is committed to ensuring its employment practices are accessible to employees and applicants with disabilities.

### 4.1 Recruitment and Hiring

HOOPP notifies its employees and the public of the availability of accommodation for job applicants with disabilities in its recruitment and hiring process. Specifically, HOOPP includes such information in internal and external job postings. HOOPP has also implemented the following practices:

- notifies job applicants, 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 used in the job;
- upon request, consults with the job applicant and provides or arranges for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability; and
- when making offers of employment, notifies the successful applicant of HOOPP's policies for accommodating employees with disabilities.

### 4.2 Communicate Accessibility Policies

HOOPP informs its employees of its policies that support employees with disabilities, including its Workplace Accommodation Policy and Accessibility Policy. HOOPP provides this information:

- to employees as soon as practicable after they begin their employment; and
- whenever there is a change to these policies.

### 4.3 Accessible Workplace Information for Employees with Disabilities

Upon request, HOOPP provides an employee with a disability with information that is: (i) required to perform the employee's job; and (ii) generally available to HOOPP employees in the workplace, in an accessible format and/or with communication supports. HOOPP consults with the employee to determine the suitability of an accessible format or communication support.

### 4.4 Accommodation Plans for Employees with Disabilities

HOOPP develops, documents, and implements individual accommodation plans for employees with disabilities. HOOPP's process for creating accommodation plans includes the following:

1. The way an employee requesting accommodation may participate in the development of the individual accommodation plan.
2. The way the employee is assessed on an individual basis.
3. HOOPP's right to request an evaluation by an outside medical or other expert, at HOOPP's expense, to assist HOOPP in determining if accommodation can be achieved and, if so, how accommodation can be achieved.
4. In the development of the accommodation plan, an employee's right to request the participation of a representative from: (i) HOOPP Employees Association, if in the bargaining unit, or (ii) the workplace, if not in the bargaining unit.
5. The steps HOOPP will take to protect the privacy of the employee's personal information.
6. The frequency individual accommodation plans will be reviewed and updated and the manner in which it will be done.
7. If an individual accommodation plan is denied, HOOPP will provide the reasons for the denial to the employee in writing or upon request, in an accessible format taking into account the employee's accessibility needs.
8. How HOOPP will communicate the individual accommodation plan in a format that takes into account the employee's accessibility needs.

Every individual accommodation plan will be in writing and will include:

- how HOOPP will provide workplace information in an accessible format pursuant to section 4.3 of this Plan, if required;
- how HOOPP will provide accessible emergency information pursuant to section 3.3 of this Plan, if required; and
- any other accommodation that is being provided.

### 4.5 Return to Work Process

HOOPP develops, documents, and implements a return to work process for employees who have been absent from work due to a disability and who require a disability-related work accommodation.

The return to work process:

- outlines the steps HOOPP will take to facilitate the return to work of employees who have been absent due to a disability; and
- includes documented individual accommodation plans, if required.

### 4.6 Performance Management, Career Development and Reassignment

HOOPP considers the accessibility and accommodation needs of employees with a disability when the employee is undergoing any of HOOPP's processes relating to performance management, career development or reassignment of roles.

## 5. Customer Service Standards

In our function as administrator of HOOPP, we provide services to HOOPP members, pensioners, employers, and other stakeholders ("HOOPP stakeholders"). HOOPP strives to provide its services in a way that respects the dignity and independence of HOOPP stakeholders with disabilities. We are also committed to providing HOOPP stakeholders with disabilities an equal opportunity to access and benefit from HOOPP services in the same place and in a similar way as others.

### 5.1 Providing services to HOOPP stakeholders with disabilities

HOOPP is committed to delivering a high standard of service and this commitment also applies to the delivery of service to HOOPP stakeholders with disabilities. Specifically, in providing our services, we use reasonable efforts to ensure our practices are consistent with this commitment in respect of the following:

**1. Communication**

We communicate with HOOPP stakeholders with disabilities in ways that take into account their disability. We also train staff who communicate with HOOPP stakeholders on how to interact and communicate with people with various types of disabilities.

Upon request, we provide a copy of this Plan in a format that takes into account a person's disability.

**2. Assistive devices**

We are committed to providing high-quality service to HOOPP stakeholders with disabilities who use assistive devices to obtain, use or benefit from our services. Examples of assistive devices include wheelchairs, screen readers, listening devices or canes.

HOOPP stakeholders are permitted to use their own assistive devices when obtaining, using or benefiting from HOOPP's services, programs and facilities. If there is a physical, technological or other type of barrier that prevents the use of an assistive device, HOOPP will make its best efforts to remove that barrier. If HOOPP is not able to remove the barrier, HOOPP will ask the person with the disability how they can be accommodated, and what alternative measures would enable equal access to HOOPP's services, programs and facilities. HOOPP will make its best effort to provide the person with alternative means of assistance.

Staff also receive training on various assistive devices that may be used by HOOPP stakeholders with disabilities while accessing our services.

**3. Use of service animals**

HOOPP stakeholders with disabilities who are accompanied by a guide dog or other service animal are permitted to enter the parts of our premises that are open to HOOPP stakeholders and to keep the service animal with them. Staff members also receive training on how to interact with people with disabilities who are accompanied by a service animal.

**4. Use of support persons**

A support person is a person who accompanies a person with a disability to help her or him with communication, mobility, personal care or medical needs or with access to goods, services or facilities. HOOPP stakeholders with disabilities who are accompanied by a support person are welcomed on our premises and will not be prevented from having access to her or his support person while on our premises. Staff members also receive training on how to interact with people with a disability who are accompanied by a support person.

HOOPP may decide to require a HOOPP stakeholder with a disability to be accompanied by a support person when on the premises, if HOOPP: (i) consults the person with a disability, (ii) determines a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises, and (iii) determines there is no other reasonable way to protect the health or safety of the person or others on the premises.

**5. Notice of temporary disruptions**

HOOPP will provide notice if there is a planned or unexpected disruption in the facilities or services usually used by HOOPP stakeholders with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if any, that are available. The notice will be placed in our reception area or on our website at hoopp.com as is appropriate in the circumstances.

HOOPP will prepare a document setting out the steps that HOOPP will take in connection with a temporary disruption and, on request, provide a copy of the document to any person. HOOPP will notify persons that this document is available for review on the person's request.

### 5.2 Training for staff

HOOPP provides training to staff members on *AODA*'s Customer Service Standards.

**1. Content of training**

Training includes:

- A review of the purpose of the *AODA* and requirements of the Customer Service Standards
- A review of HOOPP's Accessibility Policy
- How to interact and communicate with persons with various types of disabilities
- How to interact with persons with a disability who use an assistive device or require the assistance of a guide dog, service animal or support person
- How to use equipment or devices available at HOOPP's premises that may help with the provision of our facilities or services to a person with a disability
- What to do if a HOOPP stakeholder with a disability is having difficulty accessing our facilities or services

### 2. Timing of training

Training will be provided as soon as practicable to new staff. Staff members are also trained on an ongoing basis when changes are made to *AODA* related policies, practices and procedures, or when HOOPP otherwise improves or changes training materials.

### 3. Documenting training

HOOPP keeps records of the training provided, including a summary of the contents of the training, the dates on which the training is provided and the number of individuals to whom the training is provided.

Through its Accessibility Policy and this Plan, HOOPP has prepared documentation that describes its training policy, summarizes the content of the training, and specifies when the training will be provided.

## 5.3 Feedback process

### 1. Receiving feedback

HOOPP welcomes and appreciates feedback on this Plan and its implementation, and also on how HOOPP provides goods, services or facilities to people with disabilities. Feedback can be provided to HOOPP in the following ways:

| Contact information | |
|---|---|
| **In person at our office:** | 1 York St., Suite 1900<br>Toronto, ON |
| **By telephone to Client Services:** | 416-646-6445 or 1-877-43HOOPP (46677) |
| **In writing:** | 1 York St., Suite 1900<br>Toronto, ON<br>M5J 0B6<br>Attention: Client Services |
| **Email (or by disk):** | clientservices@hoopp.com |

### 2. Responding to feedback

HOOPP has a feedback process that enables us to receive and respond to comments, including complaints, in an accessible format and with communication supports upon request.

### 3. Documenting feedback process

HOOPP ensures that the feedback process is accessible to persons with disabilities by making accessible formats and communication available, upon request. HOOPP also makes information about the feedback process available to the public on HOOPP's website.

Through this Plan and its Accessibility Policy, HOOPP has prepared a document describing the feedback process and notifies HOOPP stakeholders that a copy of the document is available for review on their request.

### 5.4 Format of documents

If HOOPP is requested to provide a copy of any document relating to this Plan, its policies or practices on the Customer Service Standards, HOOPP will provide the document or the information contained in the document, in an accessible format or with communication support in a timely manner taking into account the person's accessibility needs due to disability.

HOOPP will consult with the person making the request in determining the suitability of an accessible format or communication support.

### 5.5 Availability of Documents

This Plan, and supporting documents referenced in the Plan, will be made available to any person who requests it. HOOPP has posted this Plan on its website.

## 6. Design of Public Spaces

To the extent HOOPP controls the construction or redevelopment of public spaces, it will comply with the requirements pursuant to *AODA*, through its control over its real estate asset managers, to ensure the spaces are accessible.

## 7. For more information

For more information, please contact HOOPP's Client Services at:

**Phone:** 416-646-6445 or 1-877-43HOOPP (46677) (Canada and U.S.)

**Email:** clientservices@hoopp.com

Other formats of this document, which may be more accessible to individuals with a disability, are available free upon request.