



**Ontario's
Lottery &
Gaming**

OLG Annual Accessibility Status Report

Updated December 2020

This document is available in alternative formats upon request

Summary

OLG proudly supports the rights of People with Disabilities and continually strive to bring inclusivity to our products. As a reflection of that support, the Accessibility Status Report outlines the progress made over the course of the calendar year which correspond to requirements set out under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Integrated Accessibility Standards Regulation (Ontario Regulation 191/11).

The Status Report includes accessibility initiatives completed in 2020 which align with the [OLG's Multi-year Accessibility Plan](#).

Integrated Accessibility Standards Regulation (IASR)

- In 2019-2020, 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, telephone and BRS (Bell Relay Service).

Accessibility policies

- OLG has posted information for the public on [OLG.CA](#).

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 incorporates accessibility criteria and features when procuring or acquiring goods, services, or facilities.
- OLG Requests for Information, Quotes and Proposals are reviewed for accessibility criteria prior to distribution. Throughout the calendar year, 92 procurement requests have been reviewed for accessibility requirements.
- OLG's Accessibility Department participates in biweekly reviews of all new OLG initiatives to ensure accessibility is captured in the planning process and throughout the initiative lifecycle.

Self-service kiosks

- OLG is committed to incorporating accessibility features into self-service kiosks.

- Four Interactive PlaySmart responsible gambling digital displays have been installed at various Charitable Bingo and Gaming Centres locations. These displays include accessible features such as: A track pad to allow persons seated in mobility devices to navigate the screen, adjustable volume controls, screen magnification and time-out reminders. Two additional display installs are planned for the future.

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, upon request.

Training

- Through OLG's customized training program, all new OLG employees have completed AODA training in 2020.
- Members of Digital Communications and Development team trained on leveraging Site Improve Accessibility tool to help integrate this accessibility tool into their workflows.
- Accessibility department held a workshop with People and Culture on the importance of media accessibility in web-based training content.
- The Accessibility department participates in regular reviews of new web-based training content for OLG staff, providing feedback on the content, web player interface, and alternative formats.
- OLG internal training LMS also has access to AODA training modules produced by AccessForward. The resources on the AccessForward website were developed by Curriculum Services Canada in partnership with the Accessibility Directorate of Ontario under the Government of Ontario's EnAbling Change Partnership Program.
- The Accessibility department hosts annual internal accessibility awareness events in conjunction with the Global Accessibility Awareness Day in May and the International Day for Persons with Disabilities in December each year.
- Annually in November, the Corporate Compliance and Ethics Week also includes an AODA presentation from the OLG Senior Accessibility Specialist highlighting accessibility progress and upcoming changes and events.

Feedback

- OLG continually monitors the feedback processes to ensure they are accessible to persons with disabilities. Existing feedback processes were revised to ensure the processes are accessible to people with disabilities upon request.
- OLG customer feedback processes allow for multiple types of communication such as email, telephone, regular mail and Bell Relay Service.

- OLG calls are monitored and all accessibility related inquiries are forwarded to the OLG Accessibility Department for review and resolution.

Websites and web content

- OLG has adopted an internal digital accessibility standard based upon WCAG 2.0. AA requirements as prescribed by IASR.
- In October 2020, OLG released an updated web presence. A tremendous focus was placed on enhancing the accessibility of the solution, including features such as: improved text-to-speech compatibility for dynamic information and notifications, enhanced colour palette, and mobile capabilities. OLG's new responsive interface and mobile capabilities provide a robust and accessible experience, allowing for content reflow and adaptive sizing which enable access across a myriad of devices.
- OLG aligns with vendors with strong digital accessibility competencies to ensure robust accessibility within our products. In instances where that is not possible, OLG will collaborate with the vendor to outline the best practices to ensure accessibility barriers are removed from digital content.
- External web service providers are required to certify all new web development and content completed for OLG complies with WCAG 2.0 Level AA.
- PDF content is reviewed and remediated to meet WCAG 2.0 AA requirements prior to publishing.

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

- Biannually, OLG policies are reviewed to ensure they do not create barriers to employees or members of the public with disabilities and to comply with the requirements of the AODA standards.

Employment

- In June 2020, OLG took a significant step forward in modernizing our HR functions with the introduction of Workday, a new human capital management cloud-based application. This application improves online accessibility for OLG employees to process administrative tasks for attendance and payroll processes. Workday aligns with WCAG 2.0 AA standards elevating OLG's ability to provide self-serve capacity in an inclusive manner.

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.
- OLG's Prize Centre, located on 20 Dundas St W in Toronto, provides an inclusive space for our customers. Following a renovation in 2017, the Prize Centre now offers numerous accessibility-related features:
 - All entrances to the Prize Centre are fully accessible, including the Dundas Street entrance ramp.
 - Induction Loop Assistive Hearing systems have been installed at the main reception desk, the accessible lottery redemption counter and in the Investigations Interview Room.
 - Bilingual Braille signage with raised tactile letters used throughout the Prize Centre.
 - Barrier free, all gender, public washroom with power door operator, grab bars, emergency alert system and increased floor space to accommodate mobility devices.
 - Dedicated accessible lottery redemption transaction counter.
 - Mobility device accessible transaction counter at the lottery sales kiosk and at the main reception desk.
 - Graphical design elements were created following the accessible design principles of the Association of Registered Graphic Designers.
 - Seating in the waiting area includes seats with and without arms and includes open floor area to accommodate mobility devices and/or service animals.