



**Ontario's
Lottery &
Gaming**

OLG Annual Accessibility Status Report

Updated December 2021

This document is available in alternative formats upon request

Summary

OLG proudly supports the rights of People with Disabilities to equal access to services and products and continually strives to bring inclusivity to our products, services, and our workplace. 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 2021 which align with the [OLG's Multi-year Accessibility Plan](#).

Integrated Accessibility Standards Regulation (IASR)

- In 2021, 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 receive and respond to inquiries and suggestions from the public by mail, telephone, BRS (Bell Relay Service), and more recently an accessible chat interface on OLG.ca.

Accessibility policies

- OLG has posted information for the public on <https://www.olg.ca/en/accessibility.html>.

Accessibility plans

- The [OLG Multi Year Accessibility Plan](#) outlines the corporation's strategy to prevent and remove barriers to accessibility.
- Our updated Multi-year Accessibility Plan is currently being authored and is set for release in 2022.
- OLG is in the process of developing an Accessibility Maturity Model which provides an effective means for assessing program maturity. OLG will leverage the [World Wide Web Consortium's \(W3C\) Accessibility Maturity Model](#) as the underpinning and extend the framework to encapsulate all aspects of IASR.

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.

- OLG's Accessibility Department participates in reviews of all new OLG initiatives to ensure accessibility is taken into consideration, and as applicable, captured in the planning process and throughout the initiative lifecycle.
- OLG continually investigates opportunities to improve the procurement of and services that have accessibility features.

Self-service kiosks

- OLG is committed to incorporating accessibility features into self-service kiosks and works closely with vendors to identify and remove common barriers encountered on these platforms.

Emergency procedures and plans

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

Training and Education

- All new OLG employees have completed AODA training modules in 2021.
- The Accessibility Department organizes quarterly Lunch and Learn sessions focusing on various accessibility topics from general awareness to tips for embedding accessibility in day-to-day operations.
- 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.
- Preliminary planning has begun to refresh our current AODA training modules and build out additional e-learning modules.

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.
- OLG customer feedback processes allow for multiple types of communication such as accessible chat, 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 as required.

Websites and web content

- OLG has adopted an internal digital accessibility standard based upon WCAG 2.0. AA requirements as prescribed by IASR. We strive to exceed these standards wherever practicable.
- As a general practice, 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.
- In August 2021 OLG released [PROLINE+](#), a sports betting platform which is the most accessible of its kind in the market.
- 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 both WCAG 2.0 AA requirements and PDF/UA standards 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

- OLG continues to ensure that our policies align with both regulatory requirements and inclusive best practices. As such, policies are reviewed biannually with the goal of eliminating barriers for employees and members of the public with disabilities, as well as comply with the requirements of the AODA standards.

Employment

- In December 2021 OLG announced the creation of the OLG Disability and Inclusion Network, an Employee Resource Group (ERG) focused on elevating voices of Persons with Disabilities within the organization. The ERG will provide crucial feedback to the organization, helping to drive the mandate of the Accessibility Department.

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.