

OLG Annual Accessibility Status Report

Updated December 2019

Integrated Accessibility Standards Regulation (IASR)

- In 2018-19, 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.
- OLG Requests for Information, Quotes and Proposals are reviewed for accessibility criteria prior to distribution.
- The OLG 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.
- OLG's next generation Lottery Ticket Checker will include a headphone jack and will audibly voice, via headphones, if a ticket is a winner or not, as well as the dollar amount of a winning ticket, in addition to displaying the information visually.
- Interactive PlaySmart responsible gambling digital displays are being installed at Charitable Bingo and Gaming Centres. 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.

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

- OLG developed a customized online training program to communicate the requirements of the AODA Integrated Accessibility Standards. All OLG employees are required to complete the training.
- OLG New Hire Orientation training includes an AODA module. All employees are required to complete the training within the first 90 days of employment.

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.
- OLG customer feedback processes allow for multiple types of communication such as email, telephone, or regular mail.
- In 2019 OLG upgraded its Interactive Voice Response (IVR) system in its Support Centre with the addition of voice recognition software to allow customers calling OLG to navigate the menu using voice prompts.
- OLG calls are monitored and all accessibility related inquiries are forwarded to the appropriate 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 providing communications support, publications and information to the public in accessible formats upon request.
- OLG has 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.

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.
- OLG's New Hire Orientation AODA module is reviewed and updated with legislation amendments.
- OLG has hired a Director for the Accessibility Department to continue improvements in all areas of accessibility for OLG employees and customers.

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 is investigating the use of low-energy Bluetooth beacons at the OLG Toronto Prize Centre to allow independent navigation of the space by persons with visual disabilities. A decision to proceed with a pilot program will be made in 2020.