

Integrated Accessibility Standards IASR - The Insurance Institute Multi-Year Accessibility Plan

Accessibility for Ontarians With Disabilities Act, 2005

AODA Standard	IASR Requirement	Action	Status	Compliance Date
<p>PART I - GENERAL</p> <p>Section - 3</p> <p>Establishment of accessibility policies</p>	<p>3. (1) Every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements referred to in this Regulation.</p> <p>(2) Obligated organizations, other than small organizations, shall include a statement of organizational commitment to meet the accessibility needs of person with disability in a timely manner in their policies</p>	<p>Policies and Procedures have been created for each standards.</p> <p>* Customer Service Policy Standard</p> <p>* Integrated Accessibility Standards Policy</p> <p>These policies have been posted on The Institute website.</p>	<p>Completed</p>	<p>January- 01- 2014</p>
<p>Section - 4</p> <p>Accessibility plans</p>	<p>4. (1) Large Organizations shall,</p> <p>(a) establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirement under this Regulation:</p> <p>(b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and</p> <p>(c) review and update the accessibility plan at least once every five years.</p>	<p>An AODA Task Force has been created to assist in the the development of the Multi-Year Accessibility Plan which identifies strategies to identify, remove and prevent barriers.</p> <p>The Multi-year Accessibility Plan has been developed and posted on The Institute's website.</p> <p>The AODA Task Force will review the Accessibility Plan January 1st of each calendar year.</p>	<p>On-going</p> <p>Completed</p> <p>On-going</p>	<p>January-01-2014</p>

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<p>Section - 7 Training</p>	<p>7. (1) Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the <i>Human Rights Code</i> as it pertains to person with disabilities to,</p> <p>(a) all employees, and volunteers;</p> <p>(b) all persons who participate in developing the organization's policies; and</p> <p>c) all other persons who provide goods, services or facilities on behalf of the organization.</p> <p>(2) The training on the requirements of the accessibility standards and on the <i>Human Rights Code</i> referred to in subsection (1) shall be appropriate to the duties of the employees, volunteers and other persons.</p>	<p>Train all staff and volunteers on what they have to do under the IASR and on aspects of the Human Rights Code that relate to accessibility.</p> <p>Develop and implement training for staff regarding AODA - including accessibility standards and the importance of the multi-year accessibility plan, with more in-depth training focused on staff in frontline customer service roles.</p> <p>* All Staff - 18 King Street, GTA IIO, Chapter Managers * Volunteers</p> <p>A combination of e-learning and classroom training has been held.</p>	<p>On-going</p>	<p>January-01-2015</p>
<p>Section - 7 Training (Cont.)</p>	<p>(3) Every person referred to in subsection (1) shall be trained as soon as practicable.</p> <p>(4) Every obligated organization shall provide training in respect of any changes to the policies described in section 3 on an ongoing basis.</p> <p>(5) The Government of Ontario, the Legislative Assembly, every designated public sector organization and every large organization shall keep a record of the training provided under this section, including the dates on which the training is provided and the number of individuals to whom it is provided.</p>	<p>Individuals who have taken the training has been documented and recorded. Certificates of completion has been awarded to those individuals who have completed the training.</p>	<p>On-going</p>	<p>January -01-2015</p>

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<p>PART II INFORMATION AND COMMUNICATIONS STANDARDS</p>				
<p>Section - 11 Feedback</p>	<p>11. (1) Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request</p> <p>(3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.</p>	<p>Conduct a review and identify all feedback processes/channels across the organization (internally and externally). Consult with all function areas to make sure all feedback processes are captured.</p> <p>Determine what accessible formats and communications supports will provide upon request.</p> <p>Develop a response mechanism for replying to accomodation requests.</p> <p>Educate staff on responding to requests for material in accessible formats.</p>	<p>On-going</p>	<p>January-01-2015</p>
<p>Section - 12 Accessible formats and communication supports</p>	<p>12. (1) Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities,</p> <p>(a) in a timely manner that takes into account the person's accessibility needs due to disability; and</p> <p>(b) at a cost that is nor more than the regular cost charged to other persons</p> <p>(2) the obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.</p> <p>(3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.</p>	<p>Determine what accessible formats and communication supports The Institute will provide to persons with disabilities upon request.</p> <p>Ensure these formats and supports can be provided in a timely manner.</p> <p>Communicate to staff and management that no additional charge is required. This process will be incorporated into our training program.</p> <p>Communicate and education staff and management on this requirement. This will be incorporated into our training.</p> <p>Develop a protocol for situations where a suitable agreement cannot be made.</p> <p>Ensure that all public-facing material, website contain clear information about how to obtain accessible formats where required.</p>	<p>On-going</p>	<p>January- 01-2016</p>

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Section - 13 Emergency procedure, plans or public safety information	13. (1) In addition to its obligation under section 12, if an obligated organization prepares emergency procedures, plans or public safety information and makes the information available to the public, the obligated organization shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.	Emergency procedures include accommodation for individuals requiring assistance. Ensure accessibility is available for emergency plan at third-party and external event locations	Completed On-going	January-01-2012
Section - 14 Accessible websites and web content	14. (2) Designated public sector organizations and large organizations shall make their internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA, and shall do so in accordance with the schedule set out in this section.	Review all websites and ensure accessibility and make any necessary upgrades. Develop guidelines for website development to ensure accessibility of new sites going forward. Review the WCAG 2.0 guidelines - identify gaps, and develop a plan for compliance. Staff training to be conscious of website accessibility standards	On-going	January-01-2014 New internet websites and web content on those sites must conform with WCAG 2.0 Level A. January-01-2021 All internet websites and web content must confirm with WCAG 2.0 Level AA, other than, *success criteria 1.2.4 captions (Live) *success criteria 1.2.5 Audio Desc. (Pre-recorded)

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PART III - EMPLOYMENT STANDARDS				
Section - 22 Recruitment, General	22. Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	Add sentence about AODA to equal opportunity employment statement on all internal and external job postings. Include this statement on the intranet job opportunities section Review and align with HR policies as closely as possible.	On-going	January-01-2016
Section - 23 Recruitment, assessment or selection process	23. (1) During the recruitment process, an employer shall notify 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 to be used. (2) If a selected applicant requests an accommodation the employer shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.	Review and consider accessibility in all aspects of HR from recruiting, hiring and performance management . Identify every contact point of ensure the accommodation statement is there. Provide hiring manager with training regarding accessibility during recruitment. Accommodate applicant as necessary Change volunteer application, to include a checkbox that will identify if accommodating are required by a potential volunteer.	On-going	January-01-2016
Section - 24 Notice to successful applicant	24. Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.	Add communication regarding accommodation in offer letter. Educate hiring managers about this change Review and align HR policies	On-going	January-01-2016

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<p>Section - 25 Informing employees of supports</p>	<p>25. (1) Every employer shall inform its employees of its policies used to support its employees with disabilities, including but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.</p> <p>(2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.</p> <p>(3) Employers shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability</p>	<p>Review policies and create/incorporate accomodation as appropriate.</p> <p>Communication to be posted on myInstitute</p> <p>Review and align HR policies</p> <p>Review and incorporate necessary information into policies. Include those policies in "on-boarding" - new employee orientation.</p> <p>Email employees when change occurs.</p> <p>Post new information on myInstitute.</p>	<p>On-going</p>	<p>January-01-2016</p>
<p>Section - 26 Accessible formats and communication supports for employees</p>	<p>26. (1) In addition to its obligations under section 12, where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for,</p> <p>(a) information that is needed in order to perform the employee's job; and</p> <p>(b) information that is generally available to employees in the workplace</p>	<p>HR to work with IT and Business Development on the various accessible formats.</p> <p>Upon request, assess the employee's needs and provide the information in accessible formats as needed.</p>	<p>On-going</p>	<p>January-01-2016</p>

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<p>Section - 26 Accessible formats and communication supports for employees</p>	<p>26. (2) The employer shall consult with the employee making the request in determining the suitability of an accessible or communication support.</p>	<p>Consultation occurs upon request.</p>	<p>On-going</p>	<p>January-01-2016</p>
<p>Section - 27 Workplace Emergency Response Information</p>	<p>27. (1) Every employer shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability.</p> <p>(2) If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.</p> <p>(3) Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability.</p>	<p>When necessary , provide individual plans to help employees with disabilities during an emergency, or emergency information that's formatted so an employee with a disability can understand it.</p> <p>Review emergency information * determine which employees need help * prepare provide information to those employees, in an accessible format if required * Follow up with employees periodically</p> <p>Provide assistance as needed.</p> <p>Emergency procedures to be posted on the intranet.</p> <p>If a volunteer indicates a need for assistance in an emergency, a plan would be developed in conjunction with the volunteer.</p> <p>Provide information as needed.</p>	<p>On-going</p>	<p>January-01-2012</p>

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Section - 27 Workplace Emergency Response Information	<p>27. (4) Every employer shall review the individualized workplace emergency response information,</p> <p>(a) When the employee moves to a different location in the organization;</p> <p>(b) when the employee's overall accommodations needs or plans reviewed; and</p> <p>(c) when the employer reviews its general emergency response policies.</p>	<p>Provide information as needed.</p>	<p>On-going</p>	<p>January-01-2012</p>
Section - 28 Documented individual accommodation plans	<p>28. (1) Employers, other than employers that are small organizations, shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.</p> <p>(2) The process for the development of documented individual accommodation plans for employees with disabilities.</p> <p>1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan</p> <p>2. The means by which the employee is assessed on an individual basis.</p>	<p>Develop and implement process</p>	<p>On-going</p>	<p>January-01-2016</p>

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<p>Section - 28 Documented individual accommodation plans</p>	<p>28. 3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to assist the employer in determining if accommodation can be achieved and, if so, how accommodation can be achieved.</p> <p>4. The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan.</p> <p>5. The steps taken to protect the privacy of the employee's personal information.</p> <p>6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.</p> <p>7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.</p> <p>8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.</p>	<p>Create/review accommodation plans and include the necessary elements.</p>	<p>On-going</p>	<p>January-01-2016</p>

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<p>Section - 28</p> <p>Documented individual accommodation plans</p>	<p>(3) Individual accommodation plans shall,</p> <p>28. (a) if requested, include any information regarding accessible formats and communications supports provided, as described in section 26;</p> <p>(b) if required, include individualized workplace emergency response information, as described in section 27; and</p> <p>(c) identify any other accommodation that is to be provided.</p>			January-01-2016
<p>Section - 29</p> <p>Return to Work Process</p>	<p>29. (1) Every employer, other than an employer that is a small organization,</p> <p>(a) shall develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodation in order to return to work; and</p> <p>(b) shall document the process</p> <p>(2) The return to work process shall,</p> <p>(a) outline the steps the employer will take to facilitate the return to work of employees who are absent because their disability required them to be away from work; and</p>	<p>GWL adjudicates short term and long term disability cases.</p> <p>GWL will assist and provide guidance for both the Institute and the employee on ensuring accommodation when returning to work</p> <p>Create/review return to work process</p> <p>Implement return to work process as needed</p> <p>Outline employer responsibilities</p>	On-going	January-01-2016

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<p>Section - 29 Return to Work Process</p>	<p>29. 2. (b) use documented individual accommodation plans, as described in section 28, as part of the process</p> <p>(3) the return to work process referenced in this section does not replace or override any other return to work process created by any other statute</p>		On-going	January-01-2016
<p>Section - 30 Performance Management</p>	<p>30 (1) An employer that uses performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities</p> <p>(2) In this section,</p> <p>"performance management" means activities related to assessing and improving employee performance, productivity and effectiveness, with the goal of facilitating employee success</p>	<p>Educate managers on accessibility needs and accommodation as it relates to performance management</p> <p>Include statement into performance management policies</p>	On-going	January-01-2016
<p>Section - 31 Career Development and advancement</p>	<p>31. (1) An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities</p>	<p>Review/consider accessibility needs and make accommodations as necessary when providing advancement opportunities.</p>	On-going	January-01-2016

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Section - 32 Redeployment	31. (1) An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.	Consider needs and accommodation plans when redeploying employees as needed.		January- 01- 2016