



INTEGRATED ACCESSIBILITY STANDARDS POLICY

The Institute has established this policy to govern the provision of services with Regulation 191/11, “Integrated Accessibility Standards” (“Regulation”) under the *Accessibility for Ontarians with Disabilities Act, 2005*. We are governed by this legislation and our internal policy stated here in accordance with the time frames established by the Regulation.

The Institute is committed to identifying, eliminating and preventing barriers and increasing accessibility for persons with disabilities in the areas of information, communications and employment.

Commitment

The Institute 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 persons with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

Accessibility Plan

The Institute will develop, maintain and document an Accessibility Plan outlining the company’s strategy to prevent and remove barriers from its workplace and to improve opportunities for persons with disabilities.

The Accessibility Plan will be posted on our company website and reviewed a minimum of one every five years and will be available upon request in an accessible format.

Training Employees and Volunteers

The Institute will ensure that appropriate training is provided on the requirements of the accessibility standards referred to in the Regulation and continue to provide training on the *Human Rights Code* as it pertains to persons with disabilities, to:

- All its employees and volunteers;
- All persons who participate in developing The Institute’s policies; and
- All other persons who provide goods, services or facilities on behalf of the company

The training will be appropriate to the duties of the employees, volunteers and other persons.

Employees will be trained when changes are made to the accessibility policy, and new employees will be trained as part of their orientation.

Human Resources will keep a record of the training it provides.



INFORMATION AND COMMUNICATIONS STANDARDS

Feedback

The Institute will continue to ensure that its process for receiving and responding to feedback is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communications supports, upon request.

Accessible Formats and Communications Supports

Upon request, The Institute will provide, or will arrange for the provision of accessible formats and communications supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs due to disability.

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

The Institute will also notify the public about the availability of accessible formats and communication supports.

Accessibility Websites and Web Content

The Institute will ensure that our Internet websites, including web content, conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level AA, except where this is impracticable.

EMPLOYMENT STANDARDS

Recruitment

The Institute will notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process.

Recruitment, Assessment or Selection Process

The Institute will notify job applicants, when they are individually selected to participate further in an assessment or selection process that accommodations are available upon request in relation to materials and processes to be used.

If a selected applicant requests an accommodation, The Institute will 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.

Notice to Successful Applicants

When making offers of employment, The Institute will notify the successful applicant of its policies for accommodating employees with disabilities.

Insurance Institute of Canada

18 King Street East, 6th Floor, Toronto, ON M5C 1C4 Phone: 416.362.8586 Fax 416.362.1126

www.insuranceinstitute.ca



Informing Employees of Supports

The Institute will continue to inform its employees of its policies (and any updates to those policies) used to support employees with disabilities, including policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. This information will be provided to new employees as soon as practicable after commencing employment.

Accessible Formats and Communication Supports for Employees

Upon the request of an employee with a disability, The Institute will consult with the employee to provide, or arrange for the provision of, accessible formats and communication supports for information that is needed to perform his/her job, and information that is generally available to other employees. In determining the suitability of an accessible format or communication support, The Institute will consult with the employee making the request.

Workplace Emergency Response Information

The Institute will, in a timely manner, provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary, and if The Institute is aware of the need for accommodation due to the employee's disability.

Where the employee requires assistance, The Institute will, with the consent of the employee, provide workplace emergency response information to the person designated by The Institute to provide assistance to the employee.

The Institute will review the individualized workplace emergency response information when the employee moves to a different location in the organization, when the employee's overall accommodations needs or plans are reviewed.

Documented Individual Accommodation Plans

The Institute will maintain a written process for the development of documented individual accommodation plans for employees with disabilities.

If requested, information regarding accessible formats and communications supports provided will also be included in individual accommodation plans.

In addition, the plans will include individualized workplace emergency response information (where required), and will identify any other accommodation that is to be provided.

Return to Work Process

The Institute maintains a documented return-to-work process for its employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work. The return-to-work process outlines steps The Institute will take to facilitate the return to work and will include documented individual accommodation plans as part of the process.

This return to work process will not replace or override any other return to work process created by or under any other statute (ie. the *Workplace Safety Insurance Act, 1997*).

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Performance Management, Career Development and Advancement & Redeployment

The Institute will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and advancement to employees, or when redeploying employees.

Questions About this Policy

This policy has been developed to break down barriers and increase accessibility for persons with disabilities in the areas of information, communications and employment. If anyone has a question about the policy, or if the purpose of the policy is not understood, please contact:

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