

POLICY NO: F – 3

AODA - INTEGRATED ACCESSIBILITY STANDARDS
REGULATION 191/11 INFORMATION AND COMMUNICATIONS, EMPLOYMENT,
TRANSPORTATION, DESIGN OF PUBLIC SPACES AND CUSTOMER SERVICE

PURPOSE

POLICY STATEMENT AND ORGANIZATIONAL COMMITMENT

Youngs Insurance Brokers Inc. is committed and guided by the four core values of Teamwork, Respect, Integrity and Pride and supports the full inclusion of persons as set out in the Canadian Charter of Rights and Freedoms, and the Accessibility for Ontarians with Disabilities Act, 2005.

Youngs Insurance will meet the needs of people with disabilities, in a timely manner, through the implementation of this policy.

POLICY

This policy shall apply to all goods and services that are delivered by Youngs Insurance by any means including in person, by telephone, electronically, mail, visually, orally or written.

This policy applies to all Youngs Insurance employees, and third parties who deal with the public, on behalf of Youngs Insurance.

The organization shall meet its duties and responsibilities under Ontario Regulation 191/11 by adhering to the following principles and practices:

Training

All Youngs Insurance employees, providing goods and services shall be required to undergo training on the requirements of the AODA accessibility standards and on the Human Rights Code as it pertains to persons with disabilities. Training will be developed and implemented. The training provided shall be appropriate to the duties of the employee, volunteer or third party. Youngs Insurance training will include the core principles of customer service as set out by Youngs Insurance which include: dignity, inclusion, independence, integration, sensitivity and equality. Youngs Insurance Human Resources Department shall keep a record of the training provided, including the dates on which accessibility training took place, which training was provided, and the number of individuals to whom it was provided.

Information and Communication Standards

Feedback on Youngs Insurance Goods & Services

Youngs Insurance has established a process for receiving and responding to feedback on the manner in which Youngs Insurance provides goods and services to persons with disabilities and will ensure that these processes are provided in accessible formats and with communication supports upon request. Members of

Youngs Insurance maintains the right to make, modify, suspend or terminate this policy at any given time.

70

the public may provide feedback through our website, through the 'Contact Us' email address, or by telephone at any of our Youngs Insurance locations

Accessible Formats and Communication Support

Except as otherwise provided by the AODA, Youngs Insurance shall, upon request, and in consultation with the person making the request, provide or make arrangements through our IT Department and website designer to provide accessible formats and communication supports for persons with disabilities. Accessible formats and communication support shall be provided in a timely manner, taking into account the person's accessibility.

If an obligated organization determines that information or communications are unconvertible, the organization shall provide the person requesting the information or communication with,

- a. an explanation as to why the information or communications are unconvertible; and
- b. a summary of the unconvertible information or communications.

Emergency Information

Youngs Insurance emergency procedures and public safety information will be posted on Youngs Insurance Website (www.youngsinsurance.ca). This information will be available in an accessible format or with appropriate communication supports. Health & Safety Committee members will be available to assist customers or employees who may require help during an emergency.

Website Accessibility

Youngs Insurance shall make its internet website and web content conform to the World Wide Web Consortium through the Web Content Accessibility Guidelines (WCAG).

An accessible simple to use system of providing feedback and complaints will be made available. Employees will make note of feedback given in person, verbally or in writing, online, by telephone, or any other means.

Employment Standards

The Employment Standard builds upon the existing requirements under the Ontario Human Rights Code in relation to how to accommodate individuals with disabilities throughout the job application process and the employment relationship. It applies in respect to employees.

Recruitment

Youngs Insurance shall notify employees and the public about the availability of accommodations for applicants with disabilities:

- During the recruitment process when job applicants are individually selected to participate in an assessment or selection process
- If a selected applicant requests an accommodation, Youngs Insurance shall consult with the applicant and provide or arrange for the provision of a suitable accommodation that takes into account the applicant's disability.

Employee Supports

Youngs Insurance will inform employees of the policies used to support employees with disabilities, including policies on the provision of job accommodations that consider an employee's accessibility needs due to disability. Youngs Insurance will provide this information to new employees as soon as practicable after they begin their employment. As well as, provide updated information to all employees whenever there is a change to existing policies on the provision of job accommodation that considers an employee's accessibility needs due to disability.

Accessible Formats and Communication Supports for Employees

In addition, and where an employee with a disability requests it, Youngs Insurance will consult with the employee to provide or arrange for the provision of accessible formats and communication supports for:

- Information that is needed in order to perform the employee's job;
- Information that is generally available to employees in the workplace; and
- Consult with the employee making the request in determining the suitability of an accessible format or communication support.

Workplace Emergency Response Information

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.
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.
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.
 - a. Every employer shall review the individualized workplace emergency response information, when the employee moves to a different location in the organization;
 - b. when the employee's overall accommodations needs or plans are reviewed; and
 - c. when the employer reviews its general emergency response policies.

Documented Individual Accommodation Plans

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. Individual accommodation plans shall,

- a. if requested, include any information regarding accessible formats and communications supports provided;
- b. if required, include individualized workplace emergency response information; and
- c. identify any other accommodation that is to be provided.

For further information on Return to Work processes, Performance Management, Career Development and Advancement and Re-deployment – Please refer to Part III of the Integrated Accessibility Standards Act under AODA 2005.

Transportation Standards

Please refer to Part IV of the Integrated Accessibility Standards Act under AODA 2005.

Design of Public Spaces Standards

The Design of Public Spaces Standards will cover areas that fit within the scope of the Ontario Building Code. The standards include both changes to the Ontario Building Code in areas such as entrances, doorways and ramps, as well as addressing areas related to accessible outdoor spaces, parks and trails. The AODA regulations are on a go-forward basis and do not require retro-fit of existing structures.

Customer Service Standards

Providing goods and services to people with disabilities.

Communication

- We will communicate with people with disabilities in ways that consider their disability.
- Youngs Insurance will ensure that employees are trained and familiar with various assistive devices, which may be used by customers with disabilities while accessing Youngs Insurance goods and services.
- We will train employees who communicate with customers on how to interact and communicate with people with various types of disabilities.

Telephone Services

- We are committed to providing fully accessible telephone service to our customers. We will train employees to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.
- We will offer to communicate with customers by e-mail; fax etc. if telephone communication is not suitable to their communication needs or is not available.

Service Animals

A person with a disability accompanied by a service animal is permitted to enter Youngs Insurance premises with the animal unless the animal is otherwise excluded by law. Should a service animal be excluded from the premises, then the municipality shall ensure that other measures are available to enable the person with the disability to obtain, use or benefit from the goods and services Youngs Insurance extends to the public.

Support Persons

Employees will be properly trained to identify support persons who may be a paid professional, volunteer, family member or friend that may accompany a customer to help with communication, mobility, personal care or medical needs or with access to goods and services. A disabled person's support person is to be permitted access to Youngs Insurance at all times.

Notice of Temporary Disruptions

Youngs Insurance will give notice of temporary disruptions to service or facilities used by persons with disabilities including the reason(s) for the disruption. The notice shall be posted appropriately at the facility

and on the website when appropriate. When the disruption is planned, the company will do their best to give advance notice, by posting on premises and website.

Feedback

Notices in customer service areas will notify customers that their feedback is welcomed and valued for the continual improvement of services so as to avoid inadvertently excluding people with disabilities from activities or services.

An accessible simple to use system of providing feedback and complaints will be made available through a range of service channels. Employees will make note of feedback given in person, verbally or in writing, online, by telephone, or any other means. A simple to use, accessible process for customers to provide feedback or complaints will be in place.

Emergency Situations

Health & Safety Committee members will be available to assist customers or employees who may require help during an emergency.