



Multi-Year Accessibility Plan  
for  
The Commonwell Mutual Insurance Group

Prepared by:

Human Resources

Available on The Commonwell Mutual Insurance Group website in accessible formats  
upon request

This Multi-Year Accessibility Plan outlines the policies and actions that The Commonwell Mutual Insurance Group will or have already put into place to prevent barriers for people with disabilities. It reflects the standards set out by the *Accessibility for Ontarians with Disabilities Act (2005)*.

### **Statement of Commitment**

The Commonwell Mutual Insurance Group shall use reasonable efforts to ensure that its policies, practices, and procedures are consistent with the following principles:

- All services will be provided in a manner that respects the dignity and independence of persons with disabilities.
- Persons with disabilities will be given an opportunity equal to that given to others to obtain, use, and benefit from the services we provide; including using assisted devices and/or support persons.
- Employees will communicate with customers in a manner that takes into account the person's disability.

### **Reviews**

This plan will be reviewed once every five years and revised as needed.

### **Availability**

This plan will be made available on the website and in accessible formats upon request.

### **The plan**

Below is a list of tasks to be undertaken to ensure accessibility for employees and customers of The Commonwell Mutual Insurance Group.

### **Information**

Make our statement of commitment publically available on the website.

### **Training** (January 1, 2016)

Provide Training to all employees and new hires on the requirements of Accessibility Standards and Human Rights Code as it applies to people with disabilities, and on changes in Commonwell policies.

Keep a record of the training including dates, attendees, facilitator.

### **Information and Communications Standard**

The Commonwell website will be updated to meet the requirements set out by the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0. Initially to Level A and then to Level AA (Level A 2015, Level AA January 1, 2021).

We will ensure that existing and new processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports, upon request and in a timely manner (January 1, 2015).

If/when accessible formats and communication supports for persons with disabilities are requested:

- Provide or arrange for the provision of such accessible formats and communication supports
- Consult with the person making the request to determine the suitability of the accessible format or communication support
- Provide or arrange for the provision of accessible formats and communication supports in a timely manner that takes into account the person's accessibility needs due to disability and at a cost no more than the regular cost charged to other persons (January 1, 2016).

Notify the public about the availability of accessible formats and communication supports.

### **Employment Standard** (January 1, 2016)

Create a statement to be included on all job opportunities notifying all applicants of our accessibility standards.

Communicate with all candidates who are invited to participate in the recruitment process regarding options available throughout the recruitment process for people with disabilities.

Create a statement to be included on all employment offers describing our accessibility accommodations that are available and how to make requests.

Create a policy surrounding the recruitment process (notify all applicants who are invited for an interview, indicate on postings and job offers that we are accessible, include performance management and career progression options).

Create and document a process for creating and documenting individual accommodation plans.

Ensure that our performance management program (CPIP) takes into account the needs of employees with disabilities and their individualized accommodation plans when discussing and agreeing upon performance objectives and outcomes, managing career development and advancement and where redeployment is required.

Develop a RTW process for employees returning to work from a disability related absence.

### **Emergency Information**

Create a Workplace Emergency Response Plan which includes providing employees with disabilities with individualized emergency response information when necessary.

### **For more information**

For more information on The Commonwell Mutual Insurance Group's accessibility policies and procedures, please contact Human Resources at: 1 800 461 0310 or 705-324-2146, or [humanresources@thecommonwell.ca](mailto:humanresources@thecommonwell.ca).

If you require this document in an alternate format, please contact Teri Lawrence or Julie Yandt in Human Resources at: [tlawrence@thecommonwell.ca](mailto:tlawrence@thecommonwell.ca) 1 800 461 0310 ext. 1203 or [jyandt@thecommonwell.ca](mailto:jyandt@thecommonwell.ca) 1 800 461 0310 ext. 1202.