



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 was reviewed in 2023 and will continue to 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 (effective 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 was 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).

Existing and new processes for receiving and responding to feedback are accessible to persons with disabilities. The provision of accessible formats and communication supports are provided or arranged for, upon request and in a timely manner (effective January 1, 2015).

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

- 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 (effective January 1, 2016).

The public is notified about the availability of accessible formats and communication supports on The Commonwell's website.

Employment Standard (effective January 1, 2016)

A statement is included on all job opportunities notifying all applicants of our accessibility standards.

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

A statement is included on all employment offers describing our accessibility accommodations that are available and how to make requests.

Within our AODA policy, the recruitment process is outlined (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).

The process for creating and documenting individual accommodation plans is documented for reference when needed.

Our performance management program (known internally as 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.

We partner with our benefits provider to deliver a return to work (RTW) process for employees returning to work from a disability related absence that meets the needs of the individual depending on their specific circumstances (i. e. length of leave, gradual return, modified duties, etc.).

Emergency Information

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

For more information

For more information on The Commonwealth Mutual Insurance Group's accessibility policies and procedures, please contact the Human Resources department at: 1-855-436-5883 or 705-324-2146, or tlawrence@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 1-855-436-5883 ext. 1203 or jyandt@thecommonwell.ca 1-855-436-5883 ext. 1202.