



POLICY NO: F-4

AODA - INTEGRATED ACCESSIBILITY STANDARDS REGULATION INFORMATION & COMMUNICATIONS, EMPLOYMENT, AND TRANSPORTATION

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

POLICY:

This Policy in unison with Youngs Customer Service Standard Policy and procedures apply to all goods and services that are delivered by Youngs Insurance Brokers Inc., by any means including in person, by telephone, electronically, by mail, visually, orally or by written means.

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

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

Training

All Youngs 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 Human Resources Department shall keep a record of the training provided including the dates on which accessibility training took place.

INFORMATION AND COMMUNICATION

Feedback on Youngs Goods & Services

Youngs has established a process for receiving and responding to feedback on the manner in which Youngs 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 the public may provide feedback through our website, through the Contact Us email address, by telephone at any of our Youngs locations.

Accessible Formats and Communication Supports

Except as otherwise provided by the AODA, the Youngs 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 supports shall be provided in a timely manner, taking into account the person's accessibility.

Emergency Information

Youngs emergency procedures and public safety information will be posted on Youngs Website. 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 staff who may require help during an emergency.

Website Accessibility

Youngs shall make their 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. Staff 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.

EMPLOYMENT

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 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 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 will inform employees of the 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. Youngs will provide this information to new employees as soon as practicable after they begin their employment and provide updated information to all employees whenever there is a change to existing policies on the provision of job accommodation that takes into account 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 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.