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AODA MULTI-YEAR ACCESSIBILITY PLAN

INTENT

This accessibility plan outlines the policies and actions that Ives Insurance Brokers Ltd. will put in place to improve opportunities for people with disabilities in accordance with the requirements communicated under the [Integrated Accessibility Standards, Ontario Regulation 191/11](#).

ACCESSIBILITY FOR ONTARIANS WITH DISABILITY ACT (AODA)

The AODA Multi-Year Accessibility Plan outlines the policies, achievements, and actions that Ives Insurance Brokers Ltd. have taken and the work underway to improve opportunities for people with disabilities. The current plan covers a five-year period (2023-2028), to align with our strategic plan.

STATEMENT OF COMMITMENT

Ives Insurance Brokers Ltd. is committed to treating everyone with fairness and respect, in an impartial, equitable, sensitive, and ethical manner. Ives Insurance Brokers Ltd. is working towards full compliance with current standards of the Integrated Accessibility Standards Regulation (IASR) Policy, Regulation 191/11, under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA); and Accessible Canada Act as they are introduced. In doing so, we affirm our commitment to providing quality services in a manner that respects the dignity and independence of persons with disabilities.

Ives Insurance Brokers Ltd. is committed to develop, implement, and maintain policies that govern how the organization achieves or will achieve accessibility. To facilitate this commitment, Ives Insurance Brokers Ltd. has established, maintained, and documented a multi-year accessibility plan, that is reviewed and updated at least once every five years to identify progress made in addressing barriers and will be posted on Ives Insurance Brokers Ltd.'s website and Employee Intranet.

Ives Insurance Brokers Ltd. is committed to completing the accessibility compliance report by December 31st, 2023.

FEEDBACK

Ives Insurance Brokers Ltd. is committed to exceeding customer expectations in its service to individuals with disabilities, while also ensuring that the needs of employees with disabilities in the workplace are met effectively. Comments on our services are welcomed and appreciated from members of the public and employees. Feedback regarding the way that Ives Insurance Brokers Ltd. provides services to persons with disabilities can be made in the following ways:

- in person
- by telephone at
- in writing to
- by email to

MULTI-YEAR ACCESSIBILITY PLAN (2023 – 2028)

General Requirements

Accessibility Requirement	Action Requirement	Compliance Due Date	Status	Responsible Authority
Establishment of accessibility policies	Develop policies and multi-year accessibility plan, including statement of organizational commitment	January 2017		
Training on IASR and the Human Right Code	Train all employees, volunteers, policy developers, those providing services on behalf of Ives Insurance Brokers Ltd. on Ontario's accessibility laws and the Human Rights Code	January 2017		

Information and Communication Standards

Accessibility Requirement	Action Requirement	Compliance Due Date	Status	Responsible Authority
Feedback Process	Review of feedback processes	May 2011		
Accessible formats and communication support	Provide accessible formats and communication supports	January 2012		
Accessible websites and web content	Make all new and refreshed Internet websites and web content on those sites conform with WCAG 2.0 level A	January 2023		
	Make all Internet website and web content conforms with WCAG 2.0 level AA	January 2023		

Employment Standard

Accessibility Requirement	Action Requirement	Compliance Due Date	Status	Responsible Authority
Recruitment, assessment, and selection processes	Notification about accommodation for applicants with disabilities	January 2016		
	Provide suitable accommodation that considers the applicant's accessibility needs due to disability	January 2016		
	Notify public regarding availability of accommodation	January 2016		
Workplace emergency response information	Develop workplace emergency plans for employees with disabilities	January 2012		
Documented individual accommodation plans	Inform employees accommodations are available to assist in performing their duties	January 2016		
	Individual accommodation plans are in a format that considers the employee's accessibility needs due to disability	January 2016		
	Develop form for documenting individual accommodation plans	January 2016		
	Review return to work process to ensure compliance	January 2016		
Performance management process	Performance management to consider the employee's accessibility needs	January 2016		
Career development and advancement	Career development and succession planning which considers the employee's accessibility needs	January 2016		
Redeployment	Redeployment process to take into account the employee's accessibility needs	January 2016		

Customer Service Standard

Accessibility Requirement	Action Requirement	Compliance Due Date	Status	Responsible Authority
Develop Feedback Form	Develop feedback form and process	January 2012		
Accessible Forms	Ensure that documents or information given to a person with a disability are offered in an accessible format or with communication support	January 2016		
Provide Accessible Website	Ensure website and contents are accessible	January 2023		

Transportation Standards

Accessibility Requirement	Action Requirement	Compliance Due Date	Status	Responsible Authority
Provide accessible transportation. *Most of the requirements of the transportation standard relate to the operation of public transportation service systems. Ives Insurance Brokers Ltd. currently does not own or operate any transportation system.	Implement a plan to ensure transportation is accessible to people with disabilities. This includes providing accessible vehicles, trained staff, and appropriate communication and assistance for passengers with disabilities.	January 2025		

Design of Public Space

Accessibility Requirement	Action Requirement	Compliance Due Date	Status	Responsible Authority
Emergency Preparedness Plan	Develop an emergency preparedness plan for employees with special needs	January 2025		
Space Evaluation	Space owners to complete space evaluations	January 2025		

Procurement

Accessibility Requirement	Action Requirement	Compliance Due Date	Status	Responsible Authority
Procedures for buying and acquiring goods, services, and facilities	Considering accessibility, where possible, along with other criteria like the quality and cost of the items	January 2025		

Review and Update

This document was reviewed and updated