

Multi-Year Accessibility Plan (2014-2021)

THIS DOCUMENT IS AVAILABLE IN ALTERNATE FORMATS UPON REQUEST

Introduction

Olsen-Sottile Insurance Brokers Inc. (“Olsen-Sottile”) recognizes that people with different abilities face many barriers. The following multi-year accessibility plan has been developed in accordance with the regulations set out in the Accessibility for Ontarians with Disabilities Act (2005) including the Accessible Customer Service Regulation and the Integrated Accessibility Standards Regulation and shows Olsen-Sottile’s commitment to making our facilities and services accessible to all persons including those with disabilities.

Our Detailed Plan: Strategies and Milestones

Requirements and Strategies for January 1, 2014

Customer Service

Olsen-Sottile will continue to provide new employees with Accessible Customer Service Training. Refresh training is available for existing employees

Olsen-Sottile will continue to invite customers to provide feedback on the goods and services it provides and will act on that feedback to improve services to people with disabilities

Olsen-Sottile will review and amend the Accessible Customer Service Policy as required. This policy includes a statement of commitment and will be made available to the public by posting it on the company website. The policy will be made available in accessible formats upon request.

Any new policies that are created regarding customer service will be created with the principles of dignity, independence, integration and equal opportunity

General Requirements for the Integrated Accessibility Standards Regulation

Olsen-Sottile will establish, implement, maintain and document a multi-year accessibility plan, which outlines Olsen-Sottile’s strategy to prevent and remove barriers and meet its requirements under the regulation.

The multi-year accessibility plan will be posted on the company website and reviewed as required.

Olsen-Sottile will continue to:

Update the accessibility policy
Consider accessibility features when procuring self service kiosks.

Information and Communications

Olsen-Sottile's website and web content will conform with WCAG2.0 Level A

Requirements and Strategies for January 1, 2015

General Requirements for the Integrated Accessibility Standards Regulation

Training

Olsen-Sottile will train its employees on the requirements of the Integrated Accessibility Standards Regulation as well as the Human Rights Code as it relates to people with disabilities.

Olsen-Sottile will provide training in respect of any changes to accessibility policies on an ongoing basis.

Olsen-Sottile will maintain a record of trainings including dates and the number of individuals to whom the training is provided.

Information and Communications

Feedback processes

Olsen-Sottile will ensure that all processes for receiving and responding to feedback are made available to persons with disabilities in accessible formats with appropriate communication supports, on request.

Requirements and Strategies for January 1, 2016

Information and Communications

Accessible formats and communication supports

Olsen-Sottile shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities.

With respect to providing accessible formats and communications, Olsen-Sottile shall take into consideration the person's accessibility needs due to disability and shall not charge any additional fees for doing so.

Olsen-Sottile shall notify the public about the availability of accessible formats and communication supports.

Employment

Recruitment

Olsen-Sottile shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.

Olsen-Sottile shall notify job applicants that accommodations are available upon request in relation to assessment or selection processes used during the recruitment process.

If a selected applicant requests an accommodation, Olsen-Sottile shall consult with the applicant and provide or arrange for the provision of a suitable accommodation.

When making offers of employment, Olsen-Sottile shall notify the successful applicant of its policies for accommodating employees with disabilities.

Informing employees of supports

Olsen-Sottile shall inform its employees of its policies used to support its employees as soon as possible after they begin their employment and provide updated information to its employees when those policies are changed or updated.

Accessible formats and communication supports for employees

Olsen-Sottile shall provide employees with accessible formats and communication supports for information that is needed in order to perform the employee's job as well as information that is generally available to employees in the workplace.

Documented individualized accommodation plans

Olsen-Sottile shall have in place a written process for the development of documented individualized accommodation plans for employees with disabilities in a manner prescribed by the legislation.

Return to work processes

Olsen-Sottile shall have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work in a manner prescribed by the legislation.

Performance management, career development and redeployment

Olsen-Sottile shall take into consideration the accessibility needs of employees with disabilities and any individual accommodation plans with regard to performance management processes, career development and advancement, and redeployment of employees with disabilities.

Requirements and Strategies for January 1, 2017

Design of public spaces

Exterior paths of travel

Olsen-Sottile shall ensure that exterior paths of travel including sidewalks, ramps, and stairs shall meet minimum requirements for clear width in accordance with the regulation

Accessible parking

At locations where private parking is made available to customers and employees, Olsen-Sottile shall designate the required number of accessible parking spaces (i.e. at least 4% of spaces in lots with 1-100 parking spaces)

Requirements and Strategies for January 1, 2021

Olsen-Sottile's website and web content will conform with WCAG2.0 Level AA (excluding live captioning and pre-recorded audio descriptions).