

Multi-Year Accessibility Plan

General Requirements

For private sector employers with 50+ employees in Ontario, the following requirements must be met.

Requirement	YES	NO	N/A	Notes/Actions
Establishment of Accessibility Policies: - Develop, implement and maintain required accessibility policies - Statement of commitment - Make policies available to the public	YES			Insureit Group Inc. has the following policies implemented in the organization: - Accessibility Policy - Accessible Customer Service Policy - Information and Communications Standard Policy - Employment Standard Policy and a Statement of Commitment - AODA (Accessibility). These policies are available at the Health & Safety desk of Insureit Head office.
Hiring: Ensure job postings are accessible and inform employees and the public of the Employer's commitment to accommodating the needs of people with disabilities in the hiring process. This information must be posted on the Employer's website and included in all job postings.	YES			Insureit Group Inc. welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.
Notify job applicants when they are selected for an interview that accommodation will be provided.	YES			Insureit Group Inc. ensures that each candidate is asked if accommodations are required when contacting an applicant about an interview.
Notify successful applicants of the organization's accommodation policies for accommodating employees with disabilities.	YES			Insureit Group Inc. has an accommodation process in place and provides accommodations for employees with disabilities. If you require a specific accommodation due to a disability or a medical need that you have not yet informed us about, please contact Elizabeth Fookson, Operations Manager – Head Office, 905-752-3600, efookson@insureitgroup.com,

				800 Denison St, Suite 200, Markham, ON, L3R 5M9 so that arrangements can be made for the appropriate accommodations to be in place before you begin your employment.
Inform employees about the organization's policies to support people with disabilities. Inform new employees when they are hired, and inform all employees if the policies are updated or changed.	YES			To distribute this information, Insureit Group Inc. uses the following (or any other method preferred by employees): • Emails • Memos • Websites • Bulletin boards • Staff meetings • One-on-one conversations
Providing Accessible Workplace Information: Workplace information must be provided in an accessible format upon employee request. This includes: • Any information necessary for employees to perform their jobs (e.g., job descriptions and manuals). • General information available to all employees at work (e.g., company newsletters, organization-wide memos, and bulletins regarding company policies and health and safety information).	YES			Insureit Group Inc. should engage in discussions with employees with disabilities to determine their preferred information delivery methods and how information can be made <u>accessible</u> .
Self-Service Kiosks			N/A	• Incorporate accessibility features when designing, procuring or acquiring self-service kiosks.
Providing Individualized Workplace Emergency Response Information: Emergency information must be made accessible and a plan must be developed to help employees with disabilities during an emergency. As an employer, if you know an employee might need help in an emergency due to a permanent or temporary disability, you must provide individualized emergency response information to the employee.	YES			A document is posted in the workplace lunchroom-advising employees with a disability of the availability of individual workplace emergency response plans and who to contact so they may make arrangements to complete the plan. Accessibility Plan/protocol for emergency response procedures specific to employees with disabilities. With the employee's consent, share this

For example, how an employee: • Who uses a wheelchair can safely exit a building in the event of a fire • With a hearing disability, who cannot hear an alarm, will be notified in the event of an emergency • With a visual disability will identify and navigate emergency escape routes • With an invisible disability, such as a heart condition that prevents them from using stairs, will evacuate a building during an emergency				information with the people designated to help them in an emergency. Lenora Heinrich 9057523600 exn 124 Seaneen Crossey 9057523600 exn 154 Review the employee's emergency response information when: • The employee changes work locations • You review the employee's overall accommodation needs • You review the organization's general emergency response policies
Managing Performance, Career Development, And Redeployment: If you have performance management or career development processes, you must consider the needs of an employee with disabilities when you: • Hold formal or informal performance reviews • Promote or move them to a new job	YES			• Making documents available in accessible formats (for example, large print for people with low vision) • Providing feedback and coaching in a way that is accessible to them (for example, allowing someone with a learning disability to record the conversation) • Providing the accommodations they need to successfully learn new skills or take on more responsibilities
Feedback: Ensure that processes for receiving and responding to feedback are accessible to persons with disabilities.	YES			• Providing or arranging for accessible formats to give persons with disabilities the required channels for giving, receiving and responding to feedback. • Upon request, providing accessible communication supports. For example, if feedback is given or received through written methods, providing alternative methods such as text-to-screen softwares, allowing employees to give or receive feedback via verbal communication, etc.
Accommodation Plans: You must develop and write a process for creating accommodation plans for employees with disabilities. This process must be documented and should include:	YES			A document is posted in the workplace lunchroom advising employees with a disability of the availability of individual accommodation plans and who to contact so they may make arrangements to complete the plan.

• How an employee participates in the development of their individual accommodation plan • How an employee is assessed on an individual basis • How a non-unionized employee can ask for a representative from the workplace to participate in the development of the accommodation plan (as applicable) • How Insureit Group Inc., as an employer, can request assistance from an outside expert, at your expense • The steps you will take to protect the privacy of the employee's personal information • How and when you will provide the employee with their personalized accommodation plan • The schedule for when and how the plan will be reviewed and updated • How you will tell an employee that their individual accommodation plan has not been accepted • How you will provide the plan in an accessible format				Insert Insureit Group Inc.'s process for developing Accessibility plans, where Accessibility Plans may be located at the H & S desk it will be documented. Insert: • How you will provide workplace information in an accessible format, if requested • How you will provide accessible emergency information, if needed • Any other accommodation that is to be provided You and the employee with a disability must collaboratively determine and implement the appropriate accommodation measures.
Return-to-Work Process: This requirement does not replace or override any other return-to-work process made under any other law (e.g., WSIA). You must develop and write a process to support employees who have been absent from work due to a disability and require disability-related accommodations to return to work.	YES			See Attached Insureit Group Inc.'s return to work process for employees who require disability-related accommodations to return to work. Return-to-work plans are located the H & S desk and are documented and the individual responsible for implementing them is Elizabeth Fookson, Operations Manager – Head Office, 905-752-3600, efookson@insureitgroup.com
Submit an Accessibility Compliance Report: Businesses or nonprofits with 20 or more employees are required to submit an	YES			Attached is Insureit Group Inc.'s previously submitted Accessibility Compliance report. Submitted on December 11, 2023 Accessibility Compliance Reports are documented and kept at the H & S Desk. Person in charge is Elizabeth Fookson, Operations Manager – Head

accessibility compliance report every three years. The report confirms adherence to current accessibility requirements under the Accessibility for Ontarians with Disabilities Act (AODA).			Office, 905-752-3600, efookson@insureitgroup.com Report accessible and public through our website and in the H & S Desk.
Training: Accessibility training which meets AODA requirements must be provided to: • All employees and volunteers (paid and unpaid, full-time, part-time and contract positions) as soon as possible after joining the organization • Anyone involved in developing your organization's policies (including managers, senior leaders, directors, board members and owners) • Anyone who provides goods, services or facilities to clients/customers on your organization's behalf	YES		Accessibility training provided to employees of Insureit Group Inc. must cover the following: • the purpose of the Accessibility for Ontarians with Disabilities Act • an overview of the requirements of the customer service standard • your organization's policy on providing accessible customer service • how to interact with people with various types of disabilities • how to interact with people who use an assistive device or require the assistance of a service animal or support person • information on how to use any equipment or devices available in your organization to help provide goods, services or facilities to people with disabilities (for example, screen readers, lifts, TTY phone line) • what to do if a person with a disability is having difficulty accessing your organization's goods, services or facilities • the accessibility standards and the Ontario Human Rights Code as it relates to people with disabilities • any changes or updates to the organization's accessibility policies • any accessibility training pertaining to the employees responsibilities or job duties Training records are documented, maintained, and H & S committee is responsible for administering training. Records must include when the trainings were delivered, who attended, and how many employees participated in and completed the training.

Off-Street Parking: Material(s), including visual evidence with measurement of the width, confirming off-street parking facilities has a minimum number of parking spaces for persons with disabilities in accordance with the requirements.	YES		Requirements: - One parking space which meets the requirements of a Type A parking space where there are 12 parking spaces or fewer. - Four per cent of the total number of parking spaces where there are between 13 and 100 parking spaces in accordance with the following ratio, rounding up to the nearest whole number: - Where an even number of parking spaces for the use of persons with disabilities are provided, an equal number of parking spaces that meet the requirements of a Type A parking space and a Type B parking space must be provided. - Where an odd number of parking spaces for the use of persons with disabilities are provided, the number of parking spaces must be divided equally between parking spaces that meet the requirements of a Type A parking space and a Type B parking space, but the additional parking space, the odd-numbered space, may be a Type B parking space. - One parking space for the use of persons with disabilities and an additional three per cent of parking spaces for the use of persons with disabilities, where there are between 101 and 200 parking spaces must be parking spaces for the use of persons with disabilities, calculated in accordance with ratios set out above, rounding up to the nearest whole number. - Two parking spaces for the use of persons with disabilities and an additional two per cent of parking spaces for the use of persons with disabilities, where there are between 201 and 1,000 parking spaces must be parking spaces for the use of persons with disabilities in accordance with the ratio set out above,
--	-------------------	--	--

				rounding up to the nearest whole number. Eleven parking spaces for the use of persons with disabilities and an additional one percent of parking spaces for the use of persons with disabilities, where more than 1,000 parking spaces are provided must be parking spaces for the use of persons with disabilities in accordance with the ratio set out above, rounding up to the nearest whole number.
Material(s), including visual evidence with measurement of the width, confirming if the organization provides more than one off-street parking facility at a site, the organization shall calculate the number and type of parking spaces for the use of persons with disabilities according to the number and type of parking spaces required for each off-street parking facility.	YES			Illustrated Technical Guide to the Design of Public Spaces: 2.6.2 Required Number and Location of Accessible Parking Spaces (gaates.org)