

2019-2024 Multi Year Accessibility Plan

Reviewed and Updated December 15, 2023

The AML RightSource Canada, Inc. and Blue Umbrella Risk Management Canada Limited Multi-Year Accessibility Plan is intended to outline and identify the policies, processes and plans the company currently has in place, is in the process of developing and/or implementing or intends to develop and/or implement in response to the requirements established by the Intergrated Standards Accessibility Regulation (IASR).

The company will review and update this plan at least once every 5 years or more frequently if required.

Category: General Requirements/Customer Service						
Legislative Requirement	Imp/Deadline	Requirement	Actions	Status	Responsibility	
1	Accessibility Policies	1-Jan-14	Develop and implement Accessibility Policies Make policy public, and available in accessible format if necessary Review and update as needed	Created a Customer Service Standard Policy and Integrated Accessibility Standards Policy and are posted on our Intranet and Internet. These policies are maintained by the HR Department.	Complete	Human Resources
2	Multi-Year Accessibility Plan	1-Jan-14	Create and Make a Multi Year Accessibility Plan Provide the Plan in Accessible Format Upon Request Review the plan every 5 years	The Accessibility Plan has been created to include, training procedures, and policy development to ensure the identification and removal of barriers. The plan has been approved and available to the public. Requests for accessible formats of this document will be forwarded to the HR Business Partner who will work with the individual to determine the most suitable format. This plan will be reviewed and amended as required every 5 years.	Complete/ Ongoing	Human Resources
3	Statement of Commitment	1-Jan-14	Create and Make Public a Statement of commitment	Created and made public a statement of commitment which is located on the company's website and at the front entrance to our Ontario Office.	Complete	Human Resources
4	Training	1-Jan-15	Training to be given to all employees and volunteers on applicable IASR requirements and the organizations responsibilities under the Human Rights Code (as it pertains to persons with disabilities)	The Company has a Training Management System (HR Covered) dedicated to ensuring all staff and volunteers are trained and all training records are kept on this system for future reference. New employees are trained at orientation within the first week of employment HR is responsible for assigning training and tracking for completion. Refresher Training will be provided as needed	Complete/ Ongoing	Human Resources
Category: Information and Communication						
Legislative Requirement	Deadline	Requirement	Actions	Status	Responsibility	
1	Feedback from Customers and Employees	1-Jan-15	Upon request, be able to respond to feedback from clients, members of the public and our employees who have a disability	Developed and made public a process for receiving and responding to feedback from customers with a disability. The feedback format is inclusive of multiple means by which feedback can be received, including by phone, email and written correspondence. Employees will be notified as to the internal party to whom they should direct any accessible feedback requests.	Complete	Human Resources
2	Accessible Formats and Communication Supports	1-Jan-16	Upon request provide accessible formats and communication supports to individuals with a disability. Notify the public of the availability of accessible formats and communication supports. Where communication support or accessible format cannot be provided immediately, consult with the client to arrange for a suitable format as soon as possible.	Clients and the public may submit a complaint or inquiry through the feedback form. Have employees forward requests to the HR Business Partner who will arrange for a suitable and alternate format/communication support. Made public on our company website our ability to provide or arrange for the provision of accessible formats and communication supports by posting a statement on the company website	Ongoing	Human Resources
3	Accessible Websites and Web Content	1-Jan-21	All internet websites and web content WCAG 2.0 at level AA	Has adapted our website to conform to WCAG 2.0 Level AA standards.	Complete	IT/Marketing

Category: Employment

Legislative Requirement	Deadline	Requirement	Actions	Status	Responsibility	
1	Workplace emergency response information	1-Jan-12	Provide individualized workplace emergency response information Prepare for the specific needs employees with disabilities may have in emergency situations	Created an individualized workplace emergency response form for employees who require accommodations/supports to evacuate their workplace in an emergency. With the employee's consent, the person designated to provide assistance to the employee is provided with the necessary information to assist the employee with the disability.	Ongoing (based on employee needs)	HR/Department Manager
2	Recruitment, Assessment and Selection	1-Jan-16	Notify employees and public about availability of accommodations for applicant in the recruitment process	Will ensure that all positions will be posted internally or on the company's website. A line has been added to the job posting stating that accommodations are available, if needed.	Ongoing	Human Resources
		1-Jan-16	Notify applicants who have been invited to participate in recruitment, assessment or selection process that accommodations are available	Will notify applicants that there are accommodations that can be made during the selection process. Recruiters informing a candidate of an interview will alert them as to the available accommodations either by telephone or email. This will be added to any email templates we currently use for the Selection process.	Ongoing	Human Resources
		1-Jan-16	Offers of Employment - notify successful applicants of policies for accommodating employees with disabilities	Will notify the successful applicant(s) of our policies for accommodating employees with disabilities. Notification may take a variety of forms such as in writing, verbal and as part of the orientation process.	Ongoing	Human Resources
		1-Jan-16	Informing Employees of Supports - all employees must be informed of policies used to support employees with disabilities (existing employees, new hires and when there is a change to the policy)	Will inform all employees of our policies for supporting employees with disabilities. Notification will take several forms such as , email, staff memo or staff meetings. All new hires will be informed upon hire. Existing employees will be informed when there is a change to the policy for supporting employees with disabilities.	Ongoing	Human Resources
3	Accessible Formats and Communication Supports	1-Jan-16	Must provide in an accessible format information needed to perform the job and information which is generally available to employees in the workplace	Will, upon request, consult with an employee with a disability to determine which accessible formats or communications supports they require to perform the duties of their job. An individual accommodation plan will be completed and the accessible formats and/or communication supports that will be provided to the employee will be noted in the plan.	Ongoing	Human Resources
4	Documented individual accommodation plans	1-Jan-16	Develop and document individual accommodation plans for employees with disabilities Employee involvement, outside medical or expert evaluation Review frequently	Will create an individual accommodation plan document for any employee for which they have been made aware has a disability. There may be times when Human Resources will initiate a dialogue to offer assistance and accommodation for employees who are clearly unwell or perceived to have a disability. The employee will be included in the development of the plan.	Ongoing	HR/Department Manager
5	Return to work process	1-Jan-16	Develop and have in place a RTW process for employees who have been absent from work due to a disability and require disability related accommodations to return to work	Created 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. The return to work process is documented. If an individual's injury is covered by the return to work provisions in the Workplace Safety and Insurance Act, then that Act's return to work process would apply.	Ongoing	Human Resources
6	Performance Management	1-Jan-16	Take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, during the performance management process in respect to employees with disabilities	Under the AODA, the term performance management means activities related to assessing and improving employee performance, productivity and effectiveness with the goal of facilitating employee success. The company will consider the accessibility needs of employees with disabilities in the area of performance management.	Ongoing	Human Resources
7	Career development and advancement	1-Jan-16	Includes providing additional responsibilities within an employee's current position and the movement of an employee from one job to another in an organization that may be higher in pay, provide greater responsibility or be at a higher level in the organization or any combination of them and, for both additional responsibilities and employee movement, is usually based on merit or seniority, or a combination of them	Will take into account what accommodations employees with disabilities may need to succeed elsewhere in the organizations or to take on new responsibilities in their current position. If the employee has an individual accommodation plan in place, the plan must be updated to reflect the changes in their new responsibilities.	Ongoing	Human Resources