

# Aviva Canada Multi-Year Accessibility Plan



Accessibility for Ontarians with Disabilities Act (AODA), 2005  
Ontario Regulation 191/11 Integrated Accessibility Standards

Updated: May 2017

# Multi-Year Accessibility Plan



## Introduction

The Multi-Year Accessibility Plan outlines Aviva Canada's strategy to prevent and remove barriers and meet its requirements under the Accessibilities for Ontarians with Disabilities Act, 2005 (AODA), the Accessibility Standard for Customer Service (Ontario Regulation 429/07), and the consolidated Integrated Accessibility Standards (Ontario Regulation 191/11).

This 2017-2020 Multi-year accessibility plan outlines the policies and actions that Aviva Canada will put into place to improve opportunities for people with disabilities.

The multi-year plan will be reviewed and updated regularly to ensure that our organization meets the requirements to be fully accessible by 2025.

# Multi-Year Accessibility Plan



## **Commitment to Accessibility**

### **Policy Statement**

Aviva Canada Inc. and its subsidiaries (“Aviva Canada”) are supportive of the Accessibility for Ontarians with Disabilities Act (AODA), and its goal of achieving accessibility with respect to goods, services, facilities, employment. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting the accessibility requirements under the Accessibilities for Ontarians with Disabilities Act.

This accessibility plan outlines the actions that Aviva Canada will take to improve opportunities for people with disabilities.

# Timelines for Compliance with Ontario Accessibility Regulations and Standards



2011

**Customer Service**  
O. Reg. 429/07

- Use of service animals and support persons
- Notice of temporary disruptions
- Training
- Feedback process for providers of goods and services
- Availability of Documents

2012

**Information and Communications**  
O. Reg. 191/11

- Emergency Procedures and Plans

2014

**General Requirements**  
O. Reg. 191/11

- Policies
- Accessibility Plan
- Self-Service Kiosks

**Information and Communications**  
191/11

- Accessible websites and web content (WCAG 2.0 Level A)

2015

**General Requirements**  
O. Reg. 191/11

- Training

**Information and Communications**  
O. Reg. 191/11

- Accessible Feedback Processes

2016

**Employment**  
O. Reg. 191/11

- Recruitment, assessment and selection process
- Accessible formats and communication supports for employees
- Employee Accommodation Plans
- Return to Work Process
- Performance Management
- Career Development and Advancement
- Redeployment

2017

**Built Environment**  
O. Reg. 191/11

- Outdoor eating areas
- Exterior paths of travel
- Accessible Parking
- Obtaining service
  - Fixed guide queuing
  - Service counters
  - Waiting areas
- Maintenance

2021

**Information and Communications**  
O. Reg. 191/11

- Accessible websites and web content (WCAG 2.0 Level AA)

**Compliance Date: January 1, 2014**

Standard	Requirement (per O. Reg. 191/11)	Status / Implementation	Responsibility
General Requirements (PART I)	Establishment of Accessibility Policies - s. 3	A policy governing how we achieve or will achieve accessibility though meeting the requirements of the regulation. The policy documents will be made available and will be provided in an accessible format upon request	Risk
	Accessibility Plans - s. 4	A multi-year plan will be developed to outline our strategy to prevent and remove barriers and meet the requirements of the Accessibility Act and Regulations. A schedule for update and review of the plan will be established.	Risk
	Self-Service Kiosks - s.6	A protocol will be established for the purchase of new self-service kiosks to ensure accessibility is considered in the procurement process.	Facilities
Information and Communication (PART II)	Accessible websites and web content - s. 14	New web design will incorporate accessibility standards based on WACG 2.0 A requirements	Marketing

**Compliance Date: January 1, 2015**

Standard	Requirement (per O. Reg. 191/11)	Status / Implementation	Responsibility
General Requirements (PART I)	Training - s.7	A training policy and program on the regulation and Human Rights code developed. All affected employees will receive training and the records of this training will be maintained.	Human Resources
Information and Communication (PART II)	Accessible feedback – s.11	Communications strategy to ensure that the feedback process is accessible. The process ensures that the alternate formats of the feedback process will be provided upon request	Corporate Communications

**Compliance Date: January 1, 2016**

Standard	Requirement (per O. Reg. 191/11)	Status / Implementation	Responsibility
Employment Standard (PART III)	<p><b>Recruitment and Selection</b>            Recruitment – s. 22            Recruitment, Assessment Or Selection Process – s.23            Notice to Successful Applicants – s.24</p> <p><b>The Accommodation Process</b>            Informing Employees of Supports – s. 25            Accessible Formats and Communication Supports For Employees – s.26            Documented Individual Accommodation Plans – s.28</p> <p><b>Return to Work</b>            Return to Work Process – s.29</p> <p><b>Retention</b>            Performance Management s.30            Career Development and Advancement – s.31            Redeployment – s.32</p>	Human Resource Policies and processes reviewed and updated to include the requirements of the Employment Standard	Human Resources

**Compliance Date: January 1, 2017**

Standard	Requirement (per O. Reg. 191/11)	Status / Implementation	Responsibility
<p>Built Environment (PART IV.1)</p>	<p><b>Public Spaces</b>            Outdoor public use eating areas – s. 80.17            Exterior paths of travel – s. 80.21 to 80.31            Accessible Parking – s.80.32 to 80.39</p> <p><b>Obtaining services</b>            Service counters – s.80.40 to 80.41            Fixed queuing guides – s. 80.42            Waiting areas – s.80.43</p> <p><b>Maintenance</b>            Maintenance of accessible elements - s. 80.44</p>	<p>Facility policies and processes reviewed and updated to include the requirements of the Built Environment Standard.</p> <p>New construction projects will take into account the applicable requirements from the Standard.</p>	<p>Facilities</p>



**Compliance Date: January 1, 2021**

Standard	Requirement (per O. Reg. 191/11)	Status / Implementation	Responsibility
Information and Communication (PART II)	Accessible websites and web content – s. 14	New web design will incorporate accessibility standards based on WACG 2.0 AA requirements.	Marketing

# For More Information



For more information on the accessibility plan, please contact Lori DeAcetis at:

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