

Multi-Year Accessibility Plan

Our Commitment:

This Multi-Year Accessibility Plan builds on our previous commitment made in 2021 and outlines the dedication of the OTIP Group of Companies¹ (“OGC”) to maintaining an inclusive and accessible environment for all stakeholders in compliance with applicable legislative accessibility requirements. This plan covers a five-year period, from 2023 to 2028. Our goal is to have a sustainable process to identify, remove, and prevent barriers to accessibility for employees and the public, ensuring equal opportunities and access to our products and services.

While the actions within our five-year plan have already been completed, we believe in an ongoing evaluation of our business’ physical, technological and administrative environments. By proactively addressing barriers and continuously improving accessibility measures, we aim to create a workplace and customer experience that is welcoming and accessible to everyone.

If you have questions, or you would like to provide feedback on this accessibility plan, or require a copy of this plan in a different format, please contact us at comments@otip.com.

Assessment and Planning

Accessibility Policy and Plan Review:

OGC will complete ongoing reviews and updates of existing accessibility policies, procedures and plans to ensure they align with current applicable legislative accessibility requirements. We will develop new policies and plans when necessary. Our accessibility practices will be posted on our website and internally on our intranet.

Status: Complete and ongoing

Information and Communications Standards

Feedback Mechanism:

OGC will establish a feedback mechanism that allows individuals to provide feedback on accessibility issues, and will ensure the process is accessible to persons with disabilities. We will use this feedback to continually improve services and address any emerging concerns.

Status: Complete and ongoing

Training:

OGC will implement mandatory accessibility training for all new hires and will refresh the training as necessary, emphasizing the importance of inclusion and providing guidance on interacting with stakeholders with diverse needs. Accessibility training will be provided through a range of methods, such as in person, virtually, online, or a combination, with accommodations where requested.

Status: Complete and ongoing

Accessible Communication:

OGC will develop accessible formats for stakeholder communications, including policies, contracts, and other relevant documents, and will provide the requested information in the agreed upon format in a timely manner. We will ensure that electronic communications are compatible with assistive technologies.

Status: Complete and ongoing

Employment Standards

Recruitment:

OGC will include a statement of our commitment to providing accommodations in all job postings. Our policies will require that applicants must be advised of available accommodations upon request.

Status: Complete and ongoing

Employees:

Upon hire, successful candidates will be provided a copy of our accessibility guidelines as part of the onboarding process and updates will be given to employees as needed through our Intranet and policy review process. OGC will consult with individual employees to determine necessary accommodations upon request. We will have protocols in place for the development of documented individual accommodation plans. Accommodations will be considered in performance management, career development and advancement and employee redeployment. For employees that have been absent due to a disability, OGC will develop individual accommodation plans and return-to-work policies.

Status: Complete and ongoing

Workplace Emergency Response:

OGC will have documented protocols in place for consultations with individual employees to determine necessary accommodations and document an emergency response plan. The plan will be communicated to the appropriate support systems with the consent of the employee.

Status: Complete and ongoing

Physical and Digital Accessibility Standards

Website Accessibility:

OGC will audit the organization's websites and make necessary adjustments to ensure compliance with Web Content Accessibility Guidelines (WCAG) 2.0 level AA requirements. We will regularly update and monitor the website for accessibility.

Status: Complete and ongoing

Physical Environment Accessibility:

OGC will identify and address physical barriers within office spaces. We will ensure that areas open to the public are accessible, including design considerations for elements such as signage, the service counter space, waiting areas, restrooms, ramps, maintained exterior pathways, accessible parking areas with access aisles, and others where identified. We will implement necessary modifications to ensure compliance.

Status: Complete and ongoing

Service Animals and Support Persons:

OGC will permit service animals on the premises unless otherwise prohibited by law, and support persons may accompany the person with disabilities as required.

Status: Complete and ongoing

Temporary Disruptions:

If entry points or if access is temporarily unavailable, OGC will post a notice explaining the reason, anticipated duration, and alternative methods for access to our services.

Status: Complete and ongoing

Compliance**Filing an Accessibility Report**

OGC will complete and file an accessibility report with the government verifying its compliance with the Accessibility for Ontarians with Disability Act as required.

Status: Complete and ongoing

¹The OTIP Group of Companies includes:

- Ontario Teachers Insurance Plan
- OTIP/RAEO Benefits Inc.
- OTIP/RAEO Insurance Brokers Inc.
- Curo Claims Services Inc.
- TW Insurance Services Ltd. (o/a Orbit Insurance Services)
- Assurance Jean Claude Leclerc Inc. (o/a Orbit Insurance Services)