

# GREEN SHIELD CANADA (GSC) MULTI-YEAR ACCESSIBILITY PLAN

This accessibility plan outlines the policies and actions that GSC has, or will, put in place to improve opportunities for people with disabilities.

This plan will be made available in an accessible format upon request.

GSC's Multi-Year Accessibility Plan will be reviewed and updated at least once every five years.

## Statement of Commitment

GSC is committed to excellence in customer service and, specifically, to meeting the needs of all our customers including those facing a disability. We are committed to ensuring the dignity and independence of persons with disabilities, whether or not the disability is apparent; they will be treated with courtesy, will be made to feel welcome, and will have their need for accommodation respected whenever they interact with GSC and its employees.

## Customer Service Standard

GSC has established policies, practices and procedures on providing goods and services to persons with disabilities in ways that are consistent with the following principles:

- Respect for dignity and independence.
- Goods and services that are accessible for all, including persons with disabilities, with alternative measures available where necessary.
- Communications that take into account a person's disability.
- Quality customer service to those with disabilities who use assistive devices, and to those who require the use of a service animal or support person. Service animals and support persons will be permitted on premises in areas that are open to the public or to third parties.
- Notification of any temporary disruption of facilities or services that people with disabilities usually use (i.e., elevators).
- Training in interacting and communicating with persons with various disabilities, including what to do if a person with a disability is having difficulty accessing the GSC's services. This training is provided for every person who deals with members of the public or third parties, as well as employees who participate in the development of policies, practices, and procedures. A training log is maintained.
- Maintaining a process for receiving and responding to feedback about the manner in which we provide goods or services to persons with disabilities.

Completion Date – January 1, 2012

Status – Implemented

## Accessible Emergency Information

GSC is committed to providing persons with disabilities publicly available emergency information in an accessible way upon request.

Emergency plans or procedures available to the public and/or public safety information are in an accessible format, or are provided with appropriate communication supports, when requested.

Completion Date – January 1, 2012  
Status – Implemented

## Training

GSC will ensure training that incorporates the requirements of accessibility standards and the Human Rights Code as it relates to people with disabilities is provided to:

- employees who participate in developing GSC's policies
- all other persons who participate in developing GSC's policies
- anyone who provides goods or services on behalf of GSC

We keep a record of the training provided.

Completion Date – January 15, 2015  
Status – Implemented

## Information and Communications

### 1. Accessible Formats and Communications Supports

GSC is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

Upon request, we will provide or arrange for accessible formats and communications supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs.

Completion Date – January 1, 2016  
Status – Implemented

### 2. Accessible Websites and Web Content

GSC will take the necessary steps to make all new websites and contents on those sites conform to the World Wide Web Consortium's Web Content (WCAG) 2.0. Exceptions success criteria 1.2.4 Captions (live) and success criteria 1.2.5 Audio Descriptions (pre-recorded). For example, in resizing text, the page will be readable and functional when the text size is doubled.

Completion Date – January 1, 2014: All new Internet websites conform with WCAG 2.0 Level A  
Completion Date – January 1, 2021: All Internet websites will conform with WCAG 2.0 Level AA  
Status – Implemented

### **3. Feedback Process**

Processes for receiving and responding to feedback will be provided in an accessible format, or communication supports will be provided or arranged for upon request. We will notify the public that the accessible formats and communications supports are available.

Completion Date – January 1, 2015

Status – Implemented

## **Employment Standards**

### **1. Workplace Emergency Response Information**

GSC provides employees with disabilities with emergency response information that is tailored to their needs (for example, if an employee has vision impairment, emergency response information can be provided in a larger font, or as an audio file).

If an employee with a disability requires assistance with their customized workplace emergency response information, GSC will designate someone to provide the employee with assistance. Customized plans will be reviewed when an employee moves to a new location in the organization and when their accommodation needs are reviewed.

Completion Date – January 1, 2012

Status – Implemented

### **2. Documented Individual Accommodation Plans**

GSC will notify all employees of policies developed to support employees with disabilities. We will consult with the employees with disabilities to provide, in an accessible format or with communication supports, the information they need to perform their jobs as well as other information available to employees.

To determine suitability of accessible format or communication support, GSC will consult with the employee making the request for information in an accessible format.

This process will be documented in writing.

Completion Date – January 1, 2016

Status – Implemented

### **3. Return to Work Process**

GSC will develop a return-to-work process for employees returning to work who require disability-related accommodations. This process will be documented in writing.

Completion Date – January 1, 2016

Status – Implemented

#### 4. Performance Management/Career Development/Redeployment

GSC will take into account the accessibility needs of employees with disabilities with respect to Performance Management, Career Development and Redeployment.

Completion Date – January 1, 2016

Status – Implemented

#### 5. Recruitment

GSC is committed to fair and accessible employment practices.

Upon request, GSC will accommodate people with disabilities during the recruitment, assessment, and selection processes when people are hired.

If a selected applicant requires accommodation, GSC will consult with the applicant to provide or arrange suitable accommodation which takes into account the applicant's accessibility needs.

Completion Date – January 1, 2016

Status – Implemented

#### **Design of Public Spaces Standard**

GSC is committed to taking into account the Design of Public Spaces Standards to remove barriers in public spaces, such as outdoor public eating areas, walk ways, accessible parking, obtaining services, and maintenance planning.

These standards for the design of public spaces apply to new constructions and major changes to existing features.

Completion Date – January 1, 2017

Status – Implemented