

## ACCESSIBILITY POLICY

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### Our Commitment

Blue Cross Canassurance is committed to promoting an inclusive work environment in which everyone can recognize themselves and express themselves freely. Our policies aim to ensure equal access and participation for all by offering reasonable workplace accommodations.

As an organization, we are proud to uphold and comply with the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA), the *Integrated Accessibility Standard Regulation* (IASR), the *Ontario Human Rights Code*, and all other legislation to ensure that our policies are consistent with the principles of independence, integration, and equal opportunities for all.

In compliance with legislation, Blue Cross Canassurance is committed to implementing a multi-year accessibility plan aiming to identify, prevent, and realistically remove barriers to deliver an accessible service that benefits our clients, members of staff, and the community.

### Our guiding principles

To offer an inclusive environment and equal access to services for both clients and members of staff, Blue Cross Canassurance has implemented the following principles to remove barriers:

#### Information and communication

Blue Cross Canassurance provides information and website content in accessible formats or with communication support. Our website meets the requirements of the internationally recognized Web Content Accessibility Guidelines (WCAG) 2.0, Level AA, in accordance with Ontario's accessibility laws.

When communicating with persons with disabilities, we consult with them to consider the best way to deliver the information and ensure it is accessible. We also offer communication support if needed. We will provide the accessible format in a timely manner and at no additional cost.

If the organization determines that information or communications cannot be converted, the organization must provide the requestor with:

- a) an explanation as to why the information or communications cannot be converted; and
- b) a summary of the information or communications.

#### Employment

Blue Cross Canassurance is committed to promoting an inclusive work environment in which everyone can recognize themselves and express themselves freely. Our statement is available on the Careers section of our website.

Our policies aim to ensure equal access and participation for all by offering reasonable workplace accommodations. All candidates selected to participate in the recruitment process are encouraged to speak to a member of the Talent Acquisition team about accommodations they might need throughout the recruitment process to make it more accessible, and we will make every possible effort to accommodate the applicant. If applicable, new hires will be informed of our policy regarding available workplace accommodations.

In addition to new hires, existing members of staff requiring an accommodation in the workplace can also notify a member of the Talent and Culture team upon hire or as their situation changes. An accommodation request may include the use of assistive devices, a support person, or a service animal. Once a request is received, in collaboration with the employee, a representative of Talent and Culture will then conduct an assessment to arrange reasonable accommodation in a manner that considers the accessibility needs of the employee. Where required, an Individualized Workplace Emergency Response Plan may also be implemented for the employee as part of their accommodation plan in the event of an emergency.

All employees returning to work following an absence due to disability must inform a member of the Talent and Culture team should they require disability-related accommodations as part of their return to work.

## Training

We are committed to ensuring that all members of staff and volunteers who provide goods or, services or manage facilities on behalf of the organization, as well as those who participate in developing the organization's policies, are adequately trained on the AODA in relation to their specific roles. Training on AODA and related legislation will also be provided to new employees.

The training programs will be kept up to date by the Talent and Culture team to include any significant changes to legislation. All records of completed training will also be kept by the Talent and Culture team.

## Notice of Temporary Disruption

Temporary disruptions of services may occur due to reasons outside the control or knowledge of Blue Cross Canassurance. We will make every possible effort to provide the public with advance notice of the disruption, including information about the cause, and expected duration, as well as a list of alternative services available.

Such notice will be made available for broadcasting news and updates through the following networks, as appropriate:

- Company website
- Recorded telephone messages
- Temporary signage (if applicable)



## Feedback Process

Blue Cross Canassurance welcomes feedback on how we provide accessible customer service, as it allows us to identify barriers and respond to concerns.

In accordance with the Blue Cross Canassurance Complaint Management Policy available on our website, customers may provide feedback about on the goods, services and facilities are delivery or provided to persons with disabilities.

Individuals may offer their feedback or file a complaint through the Blue Cross Canassurance website. Once feedback is received, Blue Cross Canassurance will determine the actions to be taken to respond.

Those who provide feedback or file a complaint can expect an answer within 5 business days. A response will be provided in an accessible format and communication supports will be available upon request.

## Modifications to policies

Policies will be reviewed annually or upon any significant changes to legislation, however, Blue Cross Canassurance reserves the right to modify this policy at any moment.

This document is publicly available. Other accessible formats are available upon request.