



## **ACCESSIBILITY PLAN**

### **PART 1: INTRODUCTION AND STATEMENT OF COMMITMENT**

In 2005, the government of Ontario passed the Accessibility for Ontarians with Disabilities Act (“AODA”). It is the goal of the Ontario government to make the province accessible by 2025.

As an organization, we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act (2005), and its associated standards and regulations.

ClaimSecure is committed to providing equal access and participation for all individuals including our customers, employees, suppliers, job applicants and any other person(s) who may enter our premises or use our services.

We understand that we have a responsibility for ensuring a safe, dignified, and welcoming environment for all individuals.

## **PART 2: ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE**

### ***Commitment:***

ClaimSecure has been in compliance with the Accessible Customer Service Regulation under the AODA and will continue to comply with the regulation until all required obligations have been fulfilled.

ClaimSecure is committed to excellence in serving all customers, including persons with disabilities, and it will carry out its functions in a manner which delivers an accessible customer service experience.

ClaimSecure is committed to treating all people in a way that allows them to maintain their dignity and independence. 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 accessibility requirements under AODA.

### ***Action Taken:***

The following measures have been implemented by ClaimSecure.

- Ensured that all employees are trained to communicate and provide the best possible customer service to all customers, including persons with disabilities.
- Ensured completion of accessibility training is tracked and recorded.
- Ensured that customers accompanied by a guide dog or support person are accommodated.



- Welcome feedback from persons with disabilities through multiple communication channels.

## **PART 3: INTEGRATED ACCESSIBILITY STANDARDS REGULATIONS (IASR)**

### **Accessible Emergency Information**

#### ***Commitment:***

ClaimSecure is committed to providing its customers with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities individualized emergency response information when necessary.

#### ***Action Taken:***

The following measures have been implemented by ClaimSecure.

- Individualized workplace emergency response information procedures have been developed for employees with disclosed disabilities, as required.
- Workplace Emergency Response Information forms have been prepared for employees who have disclosed a disability and/or who are being accommodated according to their disability.
- Where required, ClaimSecure provides assistance to specific disabled employees, with the employee's prior consent, to help them evacuate the workplace in case of an emergency. These plans for

providing assistance have been set out in individualized emergency plans for said employees.

- On an ongoing and regular basis, ClaimSecure will review and assess general workplace emergency response procedures and individualized emergency plans to ensure accessibility issues are addressed.

## **Training**

### ***Commitment:***

ClaimSecure is committed to providing appropriate training to its employees on the requirements of the IASR and on the Ontario Human Rights Code as it relates to persons with disabilities.

### ***Action Taken:***

In accordance with IASR, we will take the following steps to ensure that employees are provided with the training needed to meet Ontario's accessibility laws by January 1, 2015:

- Ensure that our current online training modules are inclusive of components of the Human Rights Code as they relate to people with disabilities.
- Implement a training plan that involves all ClaimSecure employees in the province of Ontario completing the **online** module by January 1, 2020.

- Provide training to existing employees on an ongoing basis to reflect any changes in accessibility laws that pertain to providing goods or services to the public.
- Mandate online training on accessibility laws for new hires beginning January 1, 2020.
- Keep records of training provided, including dates as well as number of employees trained.

## **Information and Communication Standards**

### ***Commitment:***

ClaimSecure is committed to meeting the communication needs of people with disabilities. ClaimSecure will incorporate new accessibility requirements under the Information and Communication Standard to ensure that its information and communication systems and platforms are accessible and are provided in accessible formats that meet the needs of persons with disabilities. We will consult with people with disabilities to determine their information and communication needs.

### ***Action Taken:***

#### 1. Feedback:

ClaimSecure will take the following steps to ensure existing feedback processes are accessible to people with disabilities upon request by January 1, 2015.

- Ensure that all our customers are aware the various platforms by which ClaimSecure accepts feedback such as:

- In person at either of our two offices
  - By mail, addressed to our Director, Human Resources  
ClaimSecure  
40 Elm Street, Suite 225  
Sudbury, ON  
P3C 0A2
  - Via telephone at 1-705-669-2601
  - Via email at [c.marcon@claimsecure.com](mailto:c.marcon@claimsecure.com)
- Ensure that our feedback process is aligned with IASR obligations.
  - Ensure our employees know to advise customers with disabilities to contact our Human Resources with any issues either via the web, telephone, or email.
  - Ensure that our ClaimSecure.com website contains publicly available content that outlines our commitment to AODA and how to best submit feedback.
  - Ensure that our feedback process is made available upon request in a manner that accommodates the customer's specific disability.

## 2. Accessible Formats and Communication Support

ClaimSecure will take the following steps to ensure all publicly available information is made accessible.

- Provide all publicly available information in various formats to meet the individual needs of customers with disabilities such as: in print, in various font sizes and via our ClaimSecure.com web site, through our Human Resources Department, and via our employees by way of verbal communication.

- In addition to the above, ClaimSecure is committed to welcome the feedback of such customers with disabilities in order to understand how best to meet their specific needs.
3. Accessible Websites and Web Content
- In May 2021, ClaimSecure implemented software to ensure our Claimsecure.com site was compliant.

## **Employment Standards**

### ***Commitment:***

ClaimSecure is committed to fair and accessible employment practices across all facets of employment. This includes providing accessibility across all stages of the recruitment cycle, ensuring that barriers in accommodation and return to work processes are eliminated and corporate policies surrounding accommodation and return to work are followed, where applicable. ClaimSecure is also committed to taking into consideration, the accessibility needs, and any accommodation plans of its employees for the purposes of performance management, career development and advancement, and redeployment.

### ***Action Taken:***

1. Recruitment:

ClaimSecure will take the following steps to notify the public and staff that, when requested, ClaimSecure will accommodate people with disabilities during the recruitment and assessment process and when people are hired:

- Have available the documentation to notify candidates about our accommodation practices.

- Ensure that the hiring manager consult with the candidate prior to a formal interview in order to determine any accommodation requirements.

## 2. Individualized Accommodation/Return to Work Plans

ClaimSecure has taken the following steps to develop and implement a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability:

- Created an Attendance policy which outlines employee and company obligations as it pertains to absences (due to illness/disability or otherwise) from the workplace.
- Ensure steps are in place to protect the privacy of the employee's personal information.
- Ensure that all significant absences and requests for accommodation are referred to Human Resources for developing, in conjunction with the employee's physician and his/her immediate Manager, a return-to-work/accommodation plan that is suitable.
- Ensure that our employees are aware of our processes and procedures for modified duties to individuals who become ill and/or disabled, temporarily or otherwise.
- If individualized accommodation plans are established, ensure that they include individualized workplace emergency response information that is required.

## 3. Performance Management, Career Development and Redeployment

In accordance with the IASR, we will:



- Review, assess and, as necessary, modify existing policies, procedures, and practices to ensure compliance with the IASR.
- Take into account the accessibility needs of employees with disabilities and, as applicable, their individualized accommodation plans, when assessing performance, managing career development and advancement or when redeployment is required.
- Consider the accessibility needs of employees with disabilities when providing career development and advancement opportunities to its employees with disabilities.

## **PART 4: ACCESSIBILITY STANDARDS FOR THE DESIGN OF PUBLIC SPACES**

### ***Commitment:***

ClaimSecure will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces.

Public spaces include:

- Reception areas
- Waiting areas and private meeting rooms
- Parking areas
- Washrooms

### ***Action Taken:***

ClaimSecure will take the following steps to ensure any new public spaces are designed in such a way to meet the Accessibility Standards for the Design of Public Spaces by January 1, 2017:

- Create awareness of the Accessibility Standards for the Design of Public Spaces.
- Ensure that accessibility standards are incorporated into any new office established beyond January 1, 2017.

## **PART 5: SERVICE ANIMALS**

In compliance with federal and provincial regulations, only the use of service animals is permitted in our ClaimSecure offices. These animals are essential for the day-to-day life of many people and by law owners are allowed to have their service animals with them. Owners should have a certificate to prove they have a trained service animal. Most service animals will wear vests or harnesses to identify themselves. This accommodation does not include emotional support animals or other pets.