



Multi-Year Accessibility Plan: DTG

Customer Service			
<p><i>Accessible Customer Service Policy</i></p> <ol style="list-style-type: none"> 1. Develop and implement an Accessible Customer Service Policy addressing all requirements under the regulation. 2. Develop and deliver training to all staff, volunteers, and individuals completing work on behalf of Dalton Timmis Insurance that may provide assistance to the public. Provide training to all new staff. 3. Develop and make public a process for receiving and responding to feedback from customers with disabilities. 	Completed/ Ongoing		Human Resources (HR)/Department Managers
<p><i>Accessibility Policies</i></p> <ol style="list-style-type: none"> 1. Create and make public a statement of commitment. 2. Develop and implement company-specific accessibility policies. 	Completed/ Ongoing		HR
<p><i>Multi-Year Accessibility Plan</i></p> <ol style="list-style-type: none"> 1. Create and make public a multi-year accessibility plan. 2. Provide the plan in accessible formats upon request. 3. Review the plan every five (5) years. 	Completed/ Ongoing		HR Manager
<p><i>Training</i></p> <ul style="list-style-type: none"> • Train all employees, including contract and unpaid mentees/interns on applicable IASR requirements and the organization's responsibilities under the Human Rights Code (as it pertains to persons with disabilities). 	Completed/ Ongoing		HR Manager/ Training Specialists
<p><i>Accessible Websites and Web Content</i></p>	Completed/ Ongoing		IT Department/ IT Manager



<ul style="list-style-type: none">• Ensure website and web content published after [Date] conforms to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, level A.			
<p><i>Feedback</i></p> <ul style="list-style-type: none">• Upon request, be able to receive and respond to feedback from clients, individuals inquiring about Dalton Timmis Insurance, our employees and members of the public who have a disability.	Completed		HR/Department Managers
<p><i>Accessible Formats and Communication Supports</i></p> <ol style="list-style-type: none">1. Upon request, provide accessible formats and communication supports to individuals with disabilities.2. Notify the public of the availability of accessible formats and communication supports.3. Where a communication support or accessible format cannot be provided immediately, consult with the client to arrange for a suitable format as soon as possible.	Ongoing		HR/Department Managers
<p><i>Workplace Emergency Response Information</i></p> <ol style="list-style-type: none">1. Create and implement individualized plans to assist employees with disabilities during an emergency.2. Obtain consent from employees with individualized plans to disclose emergency response or evacuations plans to the person responsible for assisting the employee in situations where the plan requires the assistance of a colleague.3. Create and provide emergency information formatted in such a way that the employee with the disability can understand its contents/direction as soon as practicable following the receipt of the request and/or becoming aware of the need for an individualized plan.4. Review the individualized plan/information:<ol style="list-style-type: none">a. When the employee moves to a different location in the office;b. When the employee's overall accommodation needs and plan are reviewed; and	Ongoing (based on employee needs)		HR/Department Managers



<p>c. When the company reviews its general emergency response policies.</p>			
<p><i>Documented Individual Accommodation Plans</i></p> <ul style="list-style-type: none"> Develop and implement a written process for the development of documented individual accommodation plans for employees with disabilities. 	Ongoing		HR/Department Managers
<p><i>Recruitment, Assessment and Selection</i></p> <ol style="list-style-type: none"> Notify employees and the public about the availability of accommodation for applicants with disabilities in the company's recruitment processes. During the recruitment process, notify applicants selected to participate in our selection and assessment processes that accommodations are available upon request and in relation to the materials and/or processes used by Dalton Timmis Insurance. Should a job applicant request accommodation, consult with the individual and make adjustments to best suit his/her needs. Notify successful applicants of the company's policies for accommodating employees with disabilities. 	Ongoing		HR/Department Managers
<p><i>Accessible Formats and Communication Supports for Employees</i></p> <ol style="list-style-type: none"> Where an employee with a disability requests it, work with that individual to provide or arrange for the provision of accessible formats and communication supports for: <ol style="list-style-type: none"> Information that is needed in order to perform the employee's job; and Information that is generally available to employees in the workplace. Where a request is made, work with the requesting employee to determine the suitability of the proposed accessible format/communication support. 	Ongoing		HR/Department Managers
<p><i>Processes to Accommodate Employees/Return to Work Process</i></p>	Ongoing		HR

