Farm Mutual Re

Collaborate. Empower. Succeed.

Farm Mutual Re Accessibility Policies and Multi-Year Plan

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This document is available in alternate formats, upon request. Please contact Michelle Bowers at 519-740-6415 ext. 2123 or mbowers@farmmutualre.com*.*

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Introduction

Overview

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 Ontario accessible by 2025.

In compliance with the Integrated Accessibility Standards Regulations (IASR) under the AODA, Farm Mutual Re has established, implemented and documented a Multi-Year Accessibility Plan, outlining Farm Mutual Re's commitment to meeting the following accessibility standards:

- Customer Service;
- Information and Communications;
- Employment; and
- The Built Environment.

This document outlines Farm Mutual Re's Accessibility Policies and Farm Mutual Re's Multi-Year Accessibility Plan which includes our actions to date as well as our plan and strategy to improve opportunities for people with disabilities by preventing and removing barriers to accessibility.

Statement of Commitment to Accessibility

Farm Mutual Re is committed to providing a barrier-free environment for our Members, business associates, employees, job applicants, suppliers, visitors, and other stakeholders who enter our premises, access our information, or use our services. As an organization, we respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act (2005)*, *Customer Service Standard*, and the *Integrated Accessibility Standards Regulation* for Information and Communications, Employment, and eventually, for the Built Environment.

Approximately 1.8 million Ontarians live with a disability, and as the population grows older, this number will also increase. Farm Mutual Re has made a commitment to accessibility for everyone who uses our services not only because it is a legal obligation, but because it benefits our employees and business associates and it makes good business sense. Farm Mutual Re has an important responsibility for ensuring a safe, dignified, and welcoming environment for everyone. We are committed to ensuring our organization's compliance with accessibility legislation by incorporating policies, procedures, equipment requirements, training for employees, and best practices. We will review these policies and practices at least annually. We are committed to reviewing and incorporating the following information into our business practices now and in the future:

- Legislation regarding the Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005;
- Integrated Accessibility Standards for Information and Communications, Employment, and the Built Environment;
- Accessible employment practices such as recruitment, assessment, and selection;
- Developing emergency response plans and individual workplace accommodation plans for employees with disabilities;
- Customer service standards;
- Accessible communication supports and information formats (both digital and non-digital).
- Communicating with people with various forms of disabilities;
- Accessible websites and web content;
- Assistive devices, mobility aids, service animals and support persons;
- Notices of service disruptions (temporary or long-term);
- Farm Mutual Re's relevant policies and procedures regarding accessibility;
- Reporting procedures; and
- Training procedures.

To accomplish our accessibility goals and objectives, Farm Mutual Re will:

- Establish, review and update this plan;
- Post this plan on its website (www.farmmutualre.com);
- Report as required on its website (www.farmmutualre.com) on the progress and implementation of this plan;
- Provide this plan in an accessible format, upon request; and
- Review and update this plan at least once every five years.

Farm Mutual Re realizes that providing accessible and barrier-free environments for everyone is a shared effort. As a community, all businesses and services must work together to make accessibility happen. For more detailed information on our accessibility policies, plans, and training programs, please contact Michelle Bowers, Manager, People and Culture at 519-740-6415.

Sincerely,

Jean-Pierre Gagnon
President & CEO
Farm Mutual Re

Farm Mutual Re's Multi-Year Accessibility Plan

General Requirements

Commitment

Farm Mutual Re will provide training to employees on the Integrated Accessibility Standard Requirements (IASR) and on the Ontario Human Rights Code as it relates to people with disabilities as soon as practicable.

Action Taken

The following accessibility measures have been implemented by Farm Mutual Re:

- All employees of Farm Mutual Re were trained on the general requirements of the IASR as well as the Ontario Human Rights Code as it pertains to persons with disabilities;
- Steps have been taken to ensure that all new employees are trained on AODA as part of Farm Mutual Re's Orientation Program;
- Records have been tracked and filed for all AODA related training including the dates that the training was provided.

Compliance Dates

Required legislative compliance: January 1, 2015
Completion date: December 18, 2014

Customer Service Standard

Commitment

Farm Mutual Re is committed to providing its services in a way that respects the dignity and independence of individuals with disabilities. This commitment will be integrated wherever possible and will ensure that individuals with disabilities will benefit from the same services, in the same place and in a similar way as other individuals.

Action Taken

The following accessibility measures have been implemented by Farm Mutual Re:

- Ensuring all persons who, on behalf of Farm Mutual Re, deal with or provide services to our Members, policy holders or the general public, are trained to communicate and provide the best possible service to everyone involved, including persons with disabilities;
- Training was provided to all employees on accessible service to individuals with disabilities;
- All accessibility related training has been tracked and recorded;
- Offering to communicate by TTY Bell Relay Service if telephone communication is not suitable to the needs of a person with a disability and/or providing services in an accessible format as outlined in our Accessible Formats Document;
- Ensuring that Members or other visitors to Farm Mutual Re that are accompanied by a service animal or a support person are accommodated. If the support person is assisting the person with a disability to participate in an event or program on his or her own behalf, the support person is not charged a fee to attend the event or program;
- Providing Members, employees and the general public with notice in the event of a planned or unexpected disruption of service or inaccessibility of facilities by placing such notices at all public entrances on the Farm Mutual Re premises. If the disruption is long-term, Farm Mutual Re posts an announcement on its website informing Members and employees of the location, duration of the disruption and alternate solutions;
- Continuing to welcome and appreciate feedback from persons with disabilities through multiple communication channels;
- Reporting compliance with the customer service standard through the Accessibility Compliance Reporting Tool on Service Ontario's website.

Farm Mutual Re's Accessible Service Policy and an Accessible Service Feedback Form were developed and are available online on the Farm Mutual Re public website. We welcome any comments to help us monitor and improve our services.

Compliance Dates

Required legislative compliance:	January 1, 2012
Completion date:	January 1, 2012

Information and Communications Standard

Commitment

Farm Mutual Re is committed to meeting the communications needs of people with disabilities and making company information accessible to everyone. Farm Mutual Re will incorporate new accessibility requirements under the Information and Communication Standard to ensure that its information and communications 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 when required.

Accessible Emergency Procedures and Plans

Commitment

Farm Mutual Re is committed to providing its employees, Members and visitors with emergency information in an accessible way upon request. We will also provide employees with disabilities (permanent or temporary) with individualized emergency response information and individualized emergency response plans when necessary.

Action Taken

The following accessibility measures have been implemented by Farm Mutual Re:

- Ensuring all employees are aware that Farm Mutual Re is committed to and able to provide accessible emergency information and accommodation by adding our commitment and procedure to our Employee Manual as well as Farm Mutual Re's Orientation Program.
- Procedures and documents have been created to accommodate individuals with a disability such as an Employee Emergency Information Worksheet and a template for an Individualized Emergency Response Plan.

Compliance Dates

Required legislative compliance:	January 1, 2012
Completion date:	January 1, 2012

Accessible Websites and Web Content

Commitment

Farm Mutual Re will take the following steps to ensure that Farm Mutual Re's website and web content conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, Level A and will increase to WCAG 2.02 Level AA in accordance with applicable compliance deadlines.

Action Taken

The first deadline for 2014 under this standard requires new public websites or websites that will be undergoing a significant refresh to conform to WCAG 2.0, Level A requirements. Farm Mutual Re's website undertook a significant refresh in 2012; therefore, at the time of the first deadline, no action was required. In 2017, Farm Mutual Re undertook a significant refresh of its website in accordance with the company's rebranding from Farm Mutual Reinsurance Plan. The new public website for Farm Mutual Re conforms to the WCAG 2.0, Level A requirements.

Compliance Dates

Required legislative compliance: January 1, 2014
Completion date: April 1, 2017

Action Taken

The following accessibility measures have been impletemented by Farm Mutual Re to make all websites and content conform to WCAG 2.0, Level AA:

- Updated next generation digital platform for our public website in accordance to the AODA Information and Communication Standards and that partnering vendors have necessary expertise with such technology;
- Used guiding principles in development of new corporate intranet applications, which specifies compliance with international accessibility guidelines, WCAG 2.0;
- Partnered with employees to ensure public documents and media are readily available in alternate accessible formats; and
- Expanded corporate awareness of requirements for compliance with the Information and Communication Standards of AODA.

Required legislative compliance: January 1, 2021
Completion date*:* July 10, 2020

Feedback Processes

Commitment

Farm Mutual Re commits to receiving and responding to feedback to ensure that our services and processes are accessible to persons with disabilities.

Action Taken

The following accessibility measures have been implemented by Farm Mutual Re:

- The Manager, People and Culture has been appointed as the primary individual for receiving and responding to feedback within a timely manner.
- Farm Mutual Re's Information and Communications Policy outlines an explanation of our feedback procedures and is posted on our public website.
- Farm Mutual Re provides multiple methods to provide feedback on our services on its public webpage which also includes an Accessible Service Feedback Form. This form is also available at reception and to our employees.
- As a general principle where accessible formats and communication supports for persons with disabilities are requested, Farm Mutual Re has trained employees and provided resources to
  - Provide or arrange for the provision of accessible formats and communications supports;
  - Consult with the person making the request to determine the suitability of the accessible format and communication support; and
  - Provide or arrange for the provision of accessible formats and communication supports in a timely manner that takes into account the person's accessibility needs due to disability and at a cost no more than the regular cost charged to other persons.

Compliance Dates

Required legislative compliance:	January 1, 2015
Completion date:	December 18, 2014

Accessible Formats and Communication Supports

Commitment

Farm Mutual Re commits to ensuring that accessible formats and communication supports are offered and made accessible to individuals with disabilities.

Action Taken

The following accessibility measures have been implemented by Farm Mutual Re:

- An Information and Communications Policy was created outlining that Farm Mutual Re will
  - Take into account the individual's disability when providing documents or services in an accessible format; and
  - Provide an accessible format in a timely manner and at no cost to the individual making the request.
- All employees have been trained in 2012 and in 2014 on providing accessible formats and on communicating with individuals with disabilities.
- New employees are trained on AODA as part of Farm Mutual Re's Orientation Program.
- An Farm Mutual Re Accessible Service Feedback Form has been created as well as an accessibility section created on our internal website with the following resources for employees:
  - Using appropriate language handout;
  - Tips on communicating with people with disabilities; and
  - Accessible formats requests handout.

Compliance Dates

Required legislative compliance:	January 1, 2015
Completion date:	December 18, 2014

Employment Standards

Commitment

Farm Mutual Re is committed to fair and accessible employment practices that attract and retain employees with disabilities. This includes providing accessibility across all stages of the employment cycle.

Recruitment, Assessment and Selection

Commitment

Farm Mutual Re will take the following steps to notify the public and employees that, when requested, individuals with disabilities will be accommodated during the recruitment and assessment processes and when people are hired.

Planned Action

Farm Mutual Re will take the following steps:

- Review and modify, as necessary, existing recruitment policies, procedures and processes;
- Post our intent to accommodate people with disabilities during the recruitment and assessment processes and when they are hired on the Farm Mutual Re website and Employee Portal;
- Specify that accommodation is available for applicants with disabilities on job postings;
- Notify job candidates of our intent to accommodate people with disabilities during the recruitment and selection process when scheduling interviews or other assessments;
- Consult with an applicant who requests an accommodation and arrange for the provision of suitable accommodations in a manner that takes into account the applicant's accessibility needs due to disability; and
- Include the notification of Farm Mutual Re's policies on accommodating employees with disabilities in offer of employment letters.

Compliance Dates	**Required legislative compliance:**	January 1, 2016
	Completion date:	November 10, 2015

Informing Employees of Supports

Commitment

In accordance with the IASR, Farm Mutual Re will inform all employees of policies that support employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to a disability.

Planned Action

Farm Mutual Re will take the following steps to ensure employees are informed of supports that are available to accommodate their disability:

- Informing current employees and new hires of Farm Mutual Re's policies supporting employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's needs due to disability;
- Providing information under this section as soon as practicable after the new employee begins employment, specifically in Farm Mutual Re's Orientation Program;
- Keeping employees up to date on changes to existing policies on job accommodations with respect to disability;
- Where an employee with a disability so requests it, Farm Mutual Re will provide or arrange for provision of suitable accessible formats and communication supports for:
  - Information that is needed in order to perform the employee's job; and
  - Information that is generally available to employees in the workplace.
  - Farm Mutual Re will consult with the requesting employee in determining the suitability of an accessible format or communication support.

Action Taken

The following accessibility measures have been implemented by Farm Mutual Re:

- A Short Term Disability Policy and a Long Term Disability Policy are detailed in our Employee Manual; and
- Employees are informed of the availability of Short Term Disability and Long Term Disability benefits during the initial Orientation Program; and
- Employees have been informed in training on the general requirements under the IASR that accommodation is available for individuals with disabilities.

Compliance Dates

Required legislative compliance: January 1, 2016
Completion date: November 10, 2015

Documented Individual Accommodation Plans and Return to Work Process

Commitment

Farm Mutual Re will take the following steps to develop and put in place a process to ensure that barriers in accommodation and return to work processes are eliminated and policies surrounding these items are followed, where applicable.

Planned Action

In accordance with the provisions of the IASR, Farm Mutual Re will ensure that the process for the development of documented individual accommodation plans includes the following elements:

- Participation by the employee in the development of the plan;
- The opportunity for Farm Mutual Re to request an evaluation by an outside medical or other expert, at Farm Mutual Re's expense, to assist Farm Mutual Re in determining if and how accommodation can be achieved, if required;
- Clearly outlined return to work process in connection with a third party medical intermediary;
- Documentation in the Employee Manual and discussion with employees on leave of absence due to a disability;
- Steps are in place to protect the privacy of the employee's personal information;
- Outline of the frequency in which individual accommodation plans will be reviewed and updated and the manner in which this will be done;

- Communication to the employee the reasons for the denial if an individual accommodation plan is denied;
- The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs;
- If individual accommodation plans are established, ensure that they include:
  - Individualized workplace emergency response information that is required;
  - Any information regarding accessible formats and communication supports that have been provided for or arranged, in order to provide the employee with:
    - Information that is needed in order to perform the employee's job;
    - Information that is generally available to employees in the workplace.
- Identification of any other accommodation that is to be provided to the employee.

Farm Mutual Re in conjunction with our third party medical intermediary will ensure that the return to work process as set out in its existing policies outlines:

- The steps Farm Mutual Re will take to facilitate the employee's return to work after a disability-related absence;
- The development of a written individualized return to work plan for such employees; and
- The requirements for the use of individual accommodation plans, as discussed above, in the return to work process.

Action Taken

The following accessibility measures have been implemented by Farm Mutual Re:

- An individualized modified return to work program is in place for employees requesting accommodation due to a disability;
- A graduated return to work program is put into place for individuals returning from Short Term Disability or Long Term Disability; and
- A third party medical intermediary is used when determining short term disability, long term disability benefits and for both our return to work program and modified return to work program.

Compliance Dates

Required legislative compliance: January 1, 2016
Completion date: November 10, 2015

Performance Management, Career Development and Redeployment

Commitment

Farm Mutual Re will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans:

- When using its performance management process in respect of employees with disabilities;
- When providing career development and advancement to its employees with disabilities;
- When redeploying employees with disabilities.

Planned Action

In accordance with the IASR, Farm Mutual Re will:

- Review, assess and, as necessary, modify existing policies, procedures and practices to ensure compliance with the IASR;
- Take the accessibility needs of employees with disabilities and, as applicable, their individualized accommodation plans, into account when:
  - Assessing performance
  - Managing career development and advancement
  - Redeployment is required
- Review, assess and, as necessary, include in performance review training, accessibility criteria;
- Include notification of the ability to provide accommodations on internal job postings;
- Take into account the accessibility needs of employees with disabilities when redeploying employees, including review and, as necessary, modification of employee transfer checklist.

Compliance Dates

Required legislative compliance:	January 1, 2016
Completion date:	November 10, 2015

Built Environment Standard

Overview

The Accessibility Standards for the Built Environment focuses on removing barriers in buildings and public spaces. Ontario's Building Code has been amended to include enhancements to accessibility in buildings. As of January 1, 2025, new construction and renovations will be subject to updated accessibility requirements which have been incorporated in to Ontario's Building Code. The Design of Public Spaces Standard was added to the IASR and includes requirements for accessible parking, outdoor public eating areas, as well as service counters and waiting areas in locations where services are provided. This standard applies only to new construction and the redevelopment of existing elements in public spaces. Currently, Farm Mutual Re does not have any plans for new construction or redevelopment of its building or property.

Commitment

Farm Mutual Re will address accessibility issues that may fall within the Built Environment Standard on an as needed basis and will ensure that any applicable requirements set out in the standard are followed. Farm Mutual Re will conform with the requirements of the Built Environment Standard should the building undergo redevelopment or new construction in the future.

Action Taken

The following accessibility measures have already been implemented within Farm Mutual Re's built environment:

- Service counters that are low enough for an individual with a mobility aid
- Accessible washrooms
- Accessible parking spaces

Compliance Dates

Required legislative compliance:	January 1, 2017
Completion date:	N/A

Accessibility Policies and Procedures

Accessible Service Policy

Description

Name	Date Created	Last Revision Date	Revision Number
AODA, Part I – Accessibility Standards for Customer Service	Nov. 17, 2011	March 19, 2024	5

Goal

- This policy is intended to meet the requirements of the Accessibility Standards for Customer Service, Ontario Regulation 429/07, part I under the Accessibility for Ontarians with Disabilities Act, 2005.
- This policy applies to the provision of accessible customer service for people with disabilities.
- All services provided by Farm Mutual Re will follow the principles of dignity, independence, integration and equal opportunity.

Scope

This policy applies to all employees of Farm Mutual Re: full time, part time, temporary, volunteer and contract who deal with the public or other third parties on behalf of Farm Mutual Re, including when the provision of services occurs off-site.

Definitions

Term	Defined as…
Assistve Device	A technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of individuals with disabilities. Personal assistive devices are typically devices that individuals bring with them such as a wheelchair, walker or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.
Disability	By the Accessibility for Ontarians with Disabilities Act, 2005, and the Ontario Human Rights Code, refers to: • Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment,

	muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device; • A condition of mental impairment or a developmental disability; • A learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language; • A mental disorder; or • An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.
Guide Dog	A highly-trained working dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the Blind Persons' Rights Act, to provide mobility, safety and increased independence for people who are blind.
Service Animal	Under Ontario Regulation 429/07, as a service animal for a person with a disability if: • It is readily apparent that the animal is used by the person for reasons relating to his or her disability; or • If the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.
Service Dog	Under the Health Protection and Promotion Act, Ontario Regulation 562 as a dog other than a guide dog for the blind and if: • It is readily apparent to an average person that the dog functions as a service dog for a person with a medical disability; or • The person who requires the dog can provide on request a letter from a physician or nurse confirming that the person requires a service dog.
Support Person	Under Ontario Regulation 429/07, as another person who accompanies a person with a disability in order to help with communication, mobility, personal care, medical needs or access to goods and services.

Policy

Farm Mutual Re is committed to providing its services in a manner that respects the dignity and independence of individuals with disabilities. Those with disabilities will be given equal opportunity to obtain, use and benefit from the same services, in the same place and in a similar way as other individuals.

In accordance with the Accessibility Standards for Customer Service, Ontario Regulation 429/07, this policy addresses the following:

- The provision of services to persons with disabilities,
- The use of assistive devices,
- The use of guide dogs, service animals and service dogs,
- The use of support persons,
- Notice of service disruptions, and
- Training.

Procedures/ Guidelines

Policy/Guideline	Description
Provision of Services to Individuals with Disabilities	Farm Mutual Re will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by: • Ensuring that all individuals receive the same value and quality; • Allowing individuals with disabilities to do things in their own way and at their own pace when accessing services as long as this does not present a safety risk; • Using alternative methods when possible to ensure that individuals with disabilities have access to the same services, in the same place and in a similar manner; • Taking into account individual needs when providing services; and • Communicating in a manner that takes into account the individual's disability.
Use of assistive devices	• We are committed to serving individuals with disabilities who use assistive devices to obtain, use or benefit from our services.

	• Individuals with disabilities may use their own assistive devices as required when accessing services provided by Farm Mutual Re. • A wheelchair is available on a first come, first serve basis and upon request, to assist individuals in accessing our services.

Use of Service Animals	• We welcome individuals with disabilities and their guide dogs, service animals and service dogs. These animals are allowed on the parts of our premises that are open to the public.
	• If it is not readily apparent that the animal is being used by an individual for reasons relating to his or her disability, Farm Mutual Re may request verification from the individual. Verification may include
	  ○ A letter from a physician or nurse confirming that the person requires the animal for reasons related to the disability;
	  ○ A valid identification card signed by the Attorney General of Canada; or
	  ○ A certificate of training from a recognized guide dog or service animal training school.
	• An individual that is accompanied by a guide dog, service dog or service animal is responsible for maintaining care and control of the animal at all times.
	• If a health and safety concern presents itself, for example in the form of a severe allergy to the animal, Farm Mutual Re will make all reasonable efforts to meet the needs of all individuals.

Support persons	• An individual with a disability who is accompanied by a support person will be allowed to have that person accompany him or her on our premises. Farm Mutual Re does not charge fees to enter our premises and will not charge a support person to attend an event or function. • Consent will be obtained from the individual with the disability, prior to any conversation where confidential information might be discussed.
Notice of Service Disruption	• In the event of a planned or unexpected disruption to services or facilities for individuals with disabilities, Farm Mutual Re will provide notification promptly. • A clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available. • The notice will be placed on Farm Mutual Re's website and at the point of disruption.

Training

- Training will be provided to all employees of Farm Mutual Re: full time, part time, temporary, volunteer and contract; as everyone works with the public or other third parties on behalf of Farm Mutual Re.
- As reflected in the Accessibility Standards for Customer Service, Ontario Regulation 429/07, training will cover the following:
  - A review of the purpose of the Accessibility for Ontarians with Disabilities Act, 2005;
  - Instructions on how to interact and communicate with individuals with various types of disabilities;
  - Instructions on how to interact with individuals with disabilities who
    - Use assistive devices,
    - Require the assistance of a guide dog, service dog or other service animal, or
    - Require the use of a support person (including the handling of fees);
  - Instructions on how to use equipment or devices that are available at our premises or that we provide that may help individuals with disabilities;
  - Instructions on what to do if a person with a disability is having difficulty accessing our services; and
  - Farm Mutual Re's policies, procedures and practices pertaining to providing accessible service to individuals with disabilities.
- Farm Mutual Re will provide training to all new employees as part of their orientation program.
- Revised training will be provided in the event of changes to legislation, procedures and/or practices.
- Farm Mutual Re will keep a record of training that includes the training materials, the employee's name and the dates training was provided in our Training Tracking Database.

Responsibilities

Individuals	Responsibilities
Employees	• Follow procedures and guidelines as listed in this policy.
People and Culture Manager	• Review this policy as required in the event of legislative changes and at a minimum, on an annual basis.

Applicable documents

Farm Mutual Re Notice of Service Disruption

Applicable Legislation

Accessibility for Ontarians with Disabilities Act, 2005
Accessibility Standards for Customer Service, Ontario Regulation 429/07
Ontario Human Rights Code

Information and Communications Policy

Description

Name	Date Created	Last Revision Date	Revision Number
AODA, Part II - Integrated Accessibility Standards Regulation	Nov. 22, 2013	Jan. 11, 2021	2

Goal

- This policy is intended to meet the requirements of the Integrated Accessibility Standards Regulations (IASR), Ontario Regulation 191/111, part II under the Accessibility for Ontarians with Disabilities Act, 2005.
- This policy applies to the provision of information and communication services and materials for people with disabilities.
- All information and communications materials and services provided by Farm Mutual Re will follow the principles of dignity, independence, integration and equal opportunity.

Scope

This policy applies to all employees of Farm Mutual Re: full time, part time, temporary, volunteer and contract who deal with the public or other third parties on behalf of Farm Mutual Re, including when the provision of services occurs off-site.

Definitions

Term	Defined as…
Accessible Formats	Defined as but not limited to large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.
Communication Supports	Defined as but not limited to captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.
Conversion Ready	An electronic device or digital format that facilitates conversion into an acceptable format.

Extranet Website	A controlled extension of the intranet, or internal network of an organization to outside users over the internet.
Intranet Website	An organization's internal website that is used to privately and securely share any part of the organization's information or operational systems within the organization and includes extranet websites.
Information	Includes data, facts and knowledge that exists in any format, including text, audio, digital or images, and conveys meaning.
Support Person	In relation to a person with a disability, another person who accompanies the person with a disability in order to help with communication, mobility, personal care or medical needs, or with access to goods, services or facilities.
Web Content Accessibility Guidelines	Refers to the World Wide Web Consortium Recommendation, dated December 2008, entitled "*Web Content Accessibility Guidelines (WCAG) 2.0*."

Policy

In the age of rapid information, Farm Mutual Re is aware of the importance of accessibility to digital and non-digital communications and that they cannot be underestimated. Farm Mutual Re is committed to eliminating barriers by providing accessible types of communications and information to individuals with disabilities, as part of Farm Mutual Re's regular processes, and upon request. Farm Mutual Re will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner and at no additional cost to the individual and will take into account the person's accessibility needs when customizing individual requests.

This policy is in accordance with the *Integrated Accessibility Standards, Ontario Regulation 191/11,* this policy addresses the following:

- General requirements,
- Accessible Formats and communication supports,
- Accessible websites and web content,
- Exceptions,
- Feedback Process, and

- Notice of Availability of Accessible Formats and Communication Supports.

Procedures/ Guidelines

Policy/Guideline	Description
Establishment of Accessibility Policies and Plans	• Farm Mutual Re is committed to developing, implementing and maintaining policies governing how we will achieve accessibility and eliminate barriers to individuals with disabilities. • A statement of Farm Mutual Re's commitment to meeting the accessibility needs of persons with disabilities in a timely manner will be included in our policies, posted on our website and made available in an accessible format upon request. • An *Farm Mutual Re Multi-Year Accessibility Plan* has been established, implemented and will be maintained to outline our strategy to prevent and remove barriers and meet our requirements under the *IASR Regulation*. *Farm Mutual Re's Multi-Year Accessibility Plan* will be posted on our website and provided in an accessible format upon request. • *Farm Mutual Re's Multi-Year Accessibility Plan* will be reviewed once every five years and if deemed necessary, will be reviewed in consultation with a third party professional. • Annual status reports will be prepared to report on the progress of steps taken to implement *Farm Mutual Re's Multi-Year Accessibility Plan* and the status will be posted on our website. If requested, the report shall be created in an accessible format.
Procuring or Acquiring Goods and Services, or Facilities	• Farm Mutual Re will incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities. The only exception will be in cases where it is impracticable to do so.
Accessible Websites and Web Content	• Farm Mutual Re will make its web content conform to the Web Content Accessibility Guidelines (WCAG) 2.0 at Level AA as required by the *IASR* by 2021. Web content includes any information which resides on an internet or intranet web site.
Feedback Process	• Farm Mutual Re values feedback to monitor and improve its services and experiences as we strive to meet the needs of all individuals who access our services and facilities, including persons with disabilities.

	• Feedback can be provided by submitting an *Accessibility Form* found on our website or by contacting us by any of the methods listed below: People and Culture Farm Mutual Reinsurance Plan Inc. 350 Pinebush Road Cambridge, ON N1T 1Z6 Phone: (519) 740-6415 ext. 2101 or 2123 Fax: (519) 740-0546 Email: hrdept@farmmutualre.com
Notice of Availability of Accessible Formats and Communication Supports	• If requested, Farm Mutual Re will provide documents in a format that takes into account a person's disability when customizing individual requests. • Farm Mutual Re will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner and at no additional cost to the individual. Please see the list of Accessible Formats document. • Farm Mutual Re will notify of availability of documents in different formats by posting the information in a conspicuous place such as the Farm Mutual Re website, and/or any other reasonable method.

Exceptions	• *The Information and Communications Standard* does not apply to products and product labels; unconvertible information or communications; or information that the organization does not control directly or indirectly through a contractual relationship.
	• If the organization determines that information or communications are unconvertible, Farm Mutual Re will provide the person requesting information or communication with the following:
	  ○ An explanation as to why the information or communications are unconvertible; and
	  ○ A summary of the unconvertible information or communications.
	• Information is regarded as unconvertible if it is not technically feasible to convert the information or communications; or if the technology to convert the information is not readily available.

Training

- Training will be provided to all employees of Farm Mutual Re: full time, part time, temporary, volunteer and contract; as everyone works with the public or other third parties on behalf of Farm Mutual Re.
- Our Accessibility training will cover the Integrated Accessibility Standards, Ontario Regulation 191/11 including the Information and Communications Standards by the deadlines as set out by the Ontario Government's Accessibility for Ontarians with Disabilities Act.
- Farm Mutual Re will provide training to all new employees as part of their orientation program.
- Revised training will be provided in the event of changes to legislation, procedures and/or practices.
- Training provided will take into account a person's disability and will be available in an alternate format upon request.
- Farm Mutual Re will keep a record of training that includes the training materials, the employee's name and the dates training was provided in our Training Tracking Database.

Responsibilities

Individuals	Responsibilities
Employees	• Follow procedures and guidelines as listed in this policy. • Contact the Manager, People and Culture if feedback has been received regarding our accessibility. • Contact the Manager, People and Culture for approval should a document or service be requested in a different format that involves a cost.
People and Culture Manager	• Review this policy as required in the event of legislative changes and at a minimum, on an annual basis. • Review and address all feedback within one week. • Record all feedback in the Accessible Service Feedback Tracking Sheet.

Applicable documents

- Accessible Formats
- Accessible Service Feedback Tracking Sheet
- Farm Mutual Re Accessible Service Feedback Form

Applicable Legislation	*Accessibility for Ontarians with Disabilities Act, 2005* *Integrated Accessibility Standards, Ontario Regulation 191/11* *Ontario Human Rights Code*

Emergency Accommodation for Employees with Disabilities

Assistance during an emergency	At Farm Mutual Re, we are committed to the health and safety of our employees. If an employee suspects they may need help during an emergency due to a permanent or temporary disability, they are asked to contact the People and Culture (P&C) Department to help develop an Individualized Emergency Response Plan. P&C will ask the employee to complete an Employee Emergency Information Worksheet to help develop an Individualized Emergency Response Plan to meet the needs of the employee in an emergency situation. It is not necessary for an employee to disclose the details of their medical condition or disability, P&C will only require the information needed to help determine what may be entailed in an emergency. The information provided will be kept confidential and only shared with the employee's consent.

Accessibility Contact Information

Contact information	For more information on this accessibility plan and for accessible formats of this document free upon request, please contact Michelle Bowers, the Manager, People and Culture at: **Phone**: 519-740-6415 ext. 2123 **Email:** mbowers@farmmutualre.com