

Multi-Year Accessibility Plan for Buckley Insurance Brokers Ltd.

AODA Standard	IASR requirement	Due Date	Action	Status
<u>IASR General Requirements</u>				
	Create policies and procedures for each standard	Jan. 1, 2014	Policy completed and posted on: http://www.buckleyins.com/	Complete
	Create Multi-Year Accessibility plans	Jan. 1, 2014	Multi-Year accessibility plan completed and posted on: http://www.buckleyins.com/	Complete
	Consider accessibility features when designing, procuring or acquiring kiosks	Jan. 1, 2014	Not Applicable to Buckley Insurance Brokers Ltd. as of January 1st, 2014	N/A
	Train all staff and volunteers (including Board Members) on what they have to do under the IASR and on aspects of the Human Rights Code that relate to accessibility	Jan. 1, 2015	We will ensure that employees are trained to address any accessibility concerns that arise when dealing with the public or with each other.	Complete and ongoing with New Hires
	Consider accessibility when purchasing or designing kiosks	Jan. 1, 2014	Not Applicable to Buckley Insurance Brokers Ltd. as of January 1st, 2014	N/A
	Complete government accessibility report	Dec. 31, 2014	Report completed and filed	Complete
	Update Multi-Year Accessibility Plan	Jan. 1, 2019	Will be reviewed annually	Ongoing
	Complete government accessibility report	Dec. 31, 2017	to be completed by deadline of December 31, 2017	Ongoing

<u>Information & Communications</u>				
	When asked, make your emergency and public safety information accessible to the public	Jan. 1, 2012	We will review and communicate emergency procedures to all employees. We will develop a process for responding to requests and supports	Complete with existing employees and ongoing with New Hires
	All new internet websites and web content on those sites must conform with WCAG 2.0 level A	Jan. 1, 2014	We will ensure all websites and web content conforms to Level A	Complete
	Make your feedback processes, like surveys or comment cards, accessible when asked	Jan. 1, 2015	We will ensure all employees and the public are aware of accessible formats and feedback process. Communicate to the public that alternate formats of the feedback process will be provided upon request.	Ongoing
	Make information about your organization's goods, services and facilities accessible upon request	Jan. 1, 2016	We will develop a process for responding to requests for alternative formats and supports. Communicate to the public the availability of accessible formats. Consult with the person to determine their accessibility needs.	Ongoing
	All internet website and website content conforms with WCAG 2.0 level AA (excluding live captioning and audio description)	Jan. 1, 2021	We will ensure all websites and web content conforms to Level AA	Ongoing
<u>Employment</u>				

	When necessary, provide individual plans to help employees with disabilities during an emergency, or emergency information that's formatted so an employee with a disability can understand it.	Jan. 1, 2012	We will review emergency information and determine which employees need help. Will prepare and provide information to these employees in an accessible format if required. Follow up with employees periodically.	Complete with existing employees and ongoing with New Hires
	Notify employees, potential hires and public that accommodations can be made during recruitment, assessment and selection processes for people with disabilities	Jan. 1, 2016	Will review suitable accommodations that take into account the applicants accessibility needs.	Complete with existing employees and ongoing with New Hires
	Notify new hires and staff of policies for accommodating employees with disabilities	Jan. 1, 2016	Will update offer letters to include a statement regarding our policies for accommodating employees with disabilities.	Ongoing
	Have in place a written process to develop individual accommodation plans for employees with a disability	Jan. 1, 2016	Will have a written process to develop individual accommodation plans.	Ongoing
	Have a written return to work process in place for employees who have been absent due to a disability	Jan. 1, 2016	Review and update Return to Work Policy and Procedures to comply with AODA regulation. Incorporate individual plans into the Return to Work process. Communicate to all employees.	Ongoing
<u>Design of Public Spaces</u>	Make new or redeveloped spaces accessible	Jan. 1, 2017	N/A	N/A
	Maintain accessible elements of public spaces	Jan. 1, 2017	N/A	N/A