

Introduction

McConville Omni Insurance Brokers Ltd. is committed to fulfilling our obligations under the Ontarians with Disabilities Act, 2005. This accessibility plan outlines the steps we have taken to meet those requirements and to continuously improve opportunities for people with disabilities; we are committed to doing our part towards making Ontario a fully accessible province.

Statement of Commitment

McConville Omni Insurance Brokers Ltd. is committed to working towards full compliance with all standards under the *Accessibility for Ontarians with Disabilities Act, 2005* (“AODA”) as they are introduced. We continually strive to meet the needs of our employees and our customers with disabilities and we are working hard to remove and prevent barriers to accessibility.

To facilitate that commitment, we have developed and will continue to maintain a multi-year accessibility plan that will be reviewed and updated as a result of feedback and changes to legislation to ensure continued progress is made and compliance achieved in addressing barriers.

Customer Service Accessibility Standard

McConville Omni strives to provide its services and opportunities in a way that respects the dignity and independence of people with disabilities. We are committed to giving people with disabilities the same opportunity to benefit from the same services, goods, and experiences in the same place and in a similar way to others.

We make all reasonable efforts to ensure that our policies, processes and practices are consistent with the following principles:

- Services are provided in a manner that respects the independence and dignity of all persons with a disability.
- Persons with disabilities may use support persons or other assistive devices in accessing our services.
- Approved service animals to support persons with disabilities are permitted into each of our locations to accommodate all aspects of providing services.
- McConville Omni employees, when communicating with a person with a disability, will do so in a manner that takes into account the person’s disability.

Measures in Place to Comply with Customer Service Standard

The following measures have been put in place at McConville Omni Insurance Brokers Ltd. to remain compliant with the Customer Service Standard.

- Dedicated, assigned member of the management team (Manager HR and Operations) to present and or revise processes, procedures, and policies as well as respond to any feedback request within a reasonable timeframe.
- Created and posted an Accessibility policy and Accessibility Plan on the company website.
- Met all commitments regarding report compliance using the Accessibility Compliance tool
- Have provided AODA training to employees and has included this ongoing training as a mandatory component of the onboarding for all new hires.

For more information about Ontario's Customer Service Standard, visit ontario.ca/accessibility.

ACCESSIBILITY STANDARDS

Information & Communications

McConville Omni Insurance Brokers Ltd. is committed to making our information and support accessible to persons with a disability. As a result, McConville Omni has undertaken the following plans to ensure compliance.

- McConville Omni has established a feedback mechanism regarding the way we provide services to people with disabilities. The feedback process is posted on our website and can also be made verbally, by email, or in writing. All feedback is directed to the Manager, HR & Operations. All feedback is reviewed in a timely manner.
- Alternative formats to provide feedback are also available such as telephone, mail, and in-person (by appointment during COVID-19).
- In 2018 our website was redesigned and relaunched to comply with all accessibility standards – World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, Level AA. Our third party website host continues to assess and update our existing website to ensure compliance.
- Upon request, we will make all reasonable efforts to arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs due to a disability and at no additional cost to the person.

Employment, Performance Management, Career Development

McConville Omni Insurance Brokers Ltd. is committed to inclusive, fair and accessible employment practices at all stages of the employment lifecycle. We proudly provide all employees equal opportunities for advancement.

We have undertaken the following measures to achieve that goal:

- All job postings state that accommodations will be available upon request for persons with disabilities.

- All new hires are informed of our company policies supporting employees with disabilities during their orientation and onboarding.
- Policies are in place and provisions are made for employees requiring accommodations at each stage of their employment (hiring, onboarding, performance management, career development).
- Each employee is offered an individual accommodation plan that is created in collaboration and that takes into account the needs of the employee.
- The company maintains confidentiality and privacy standards to ensure that information is only disclosed to individuals as necessary in order to achieve the accommodation needs of the person with a disability.
- The company commits to regularly reviewing the accommodation plan with the individual during the accommodation process.
- We will provide an employee with information in writing should their request for accommodation be denied.

Return To Work

McConville Omni has developed and maintains a return to work process for our employees who have been absent from work due to a disability or injury and requires disability-related accommodations in order to reintegrate into the workplace. We are committed to working with each affected employee and their leader to develop individualized accommodation plans to support their successful return to work.

Workplace Emergency Response Plans

Should any employee of McConville Omni with a disability, whether temporary or permanent, require a personalized workplace emergency response plan, we will create such document as soon as the information is provided from the employee. McConville Omni will work with the employee, their leader and the Occupational Health and Safety committee for their respective location to ensure a plan is in place in the event of an emergency. The plan will be reviewed if the employee's overall accommodation needs or plans change, if there is a change in location and when McCoville Omni does its general policy review.

Training

McConville Omni Insurance Brokers Ltd. is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

All current employees have received training and all new hires are required to take part in training as part of their first week orientation and onboarding. Ongoing training is provided as changes occur to McConville Omni's policies, procedures, and practices relating to the provision of services to persons with disabilities.

Design of Public Spaces

McConville Omni is committed to ensuring its buildings are accessible and comply with all requirements associated with Accessibility legislation. In 2020 we relocated our St. Thomas location to an updated, modern facility that meets all accessibility legislation requirements.

Accessibility Review

McConville Omni Insurance Brokers Ltd. continues to review and monitor its compliance with the requirements of the AODA. It conducts periodic reviews of its policies, procedures and practices and makes adjustments as necessary.

For More Information

For more information on this accessibility plan, please contact Human Resources.

info@mcconvilleomni.ca

519 673 0880

www.mcconvilleomni.ca

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