



Multi-Year Accessibility Plan – SCM Insurance Services Inc.

Table of contents

Statement of Commitment.....	3
Accessible Emergency Information	3
Training	3
Kiosks.....	4
Information and Communications.....	4
Implemented/not applicable: (Completed as of Sep 2015).....	5
Employment.....	6
Design of Public Spaces.....	7
For More Information.....	8

Accessibility Plan and Policies for SCM Insurance Services Inc. and its' affiliates:

- ClaimsPro LP,
- SCM International Programs Group LP,
- Cira Health Solutions LP,
- Xpera Risk Mitigation and Investigation LP,
- Xpera HR Services Inc.,
- Opta Information Intelligence LP,
- Pario Engineering and Environmental Services LP,
- SCM Risk Management Services LP,
- Claimspro LP - International Programs Group

(hereinafter referred to as "the Corporation")

This 2014-2021 accessibility plan outlines the policies and actions that the Corporation will put in place to improve opportunities for people with disabilities.

Statement of Commitment

The Corporation is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. 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 the Accessibility for Ontarians with Disabilities Act (AODA).

Accessible Emergency Information

The Corporation is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

Training

The Corporation will provide training to employees, volunteers, and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members. The Corporation will take the following steps to ensure employees

are provided with the training needed to meet Ontario’s accessible laws by **January 1, 2015**:

- Continue to use Smart Start (the Corporation’s onboarding module) as a tool to educate benefit eligible employees (full-time and part-time over 20 hours per week) on AODA training.
- Training & Development to look into the cost implications and possibility of having the AODA training provided to all employees based in Ontario (including part time less than 20 hours per week, casual and term employees).
- LMS Coordinator – T&D will pull modules Human Rights Code and AODA Module into Training by September 30, 2015.

Kiosks

The Corporation will take the following steps to ensure employees consider the needs of people with disabilities when designing, procuring or acquiring self-service kiosks by **January 1, 2014**:

- The Corporation does not currently have any self-service kiosks at any of its’ locations
- Should the need arise for kiosks, the Corporation is committed to ensuring accessibility features would be put into place for kiosks (ie. voice activation if kiosk is touch screen)

Information and Communications

The Corporation is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

The Corporation will take the following steps to make all new websites and content on those sites conform to WCAG 2.0, Level A by **January 1, 2014**:

Implemented/not applicable: (Completed as of Sep 2015) Ensure that information and structure can be separated from presentation.

- Content in a form that can be perceived by users using colors and labels.
- Make it easy to distinguish foreground information from its background.
 - Background and foreground colors with contrast ratios.
- Make all functionality operable via a keyboard interface.
 - Navigation forms can be navigated via tab/enter keyboard input.
- Allow users to avoid content that could cause seizures due to photosensitivity.
- Allow users to control time limits on their reading or interaction.
- Provide mechanisms to help users find content, orient themselves within it, and navigate through it (partial).
 - Multiple access points to access content is available (top navigation/supplementary navigation/search fields).
 - Titles, headings, and labels are descriptive.
- Help users avoid mistakes and make it easy to correct mistakes that do occur.
 - Forms with input validation and error feedback.
- Make text content readable and understandable.
 - Content is presented in HTML in both English and French.
- Make the placement and functionality of content predictable.
 - Form fields stay consistent while in focus.
 - Consistent indication of all components.
 - All sites have a consistent content hierarchy.
- Support compatibility with current and future user agents.
 - Authored components are compatible with legacy and modern browsers.
- Ensure that content is accessible or provide an accessible alternative.
 - One version of the content meets all level 1 success criteria.
 - Alternative content access available via CMS.

The Corporation will take the following steps to make sure all publicly available information is made accessible upon request by **January 1, 2016**.

- Communication to be drafted and posted to the communication portal to inform employees where accessibility information can be obtained. –
- AODA policy is currently posted on the Corporation’s communication portal which details direction on where feedback can be channeled.
- The Corporation is committed to finding a way to let the public know that we will make the information accessible upon their request and receive and respond to feedback from customers, employees, and members of the public who have a disability.

The Corporation will take the following steps to ensure existing feedback processes are accessible to people with disabilities upon request by **January 1, 2015**:

- If the employee is on a gradual return to work, the employee will channel their feedback through to their HR Manager or Manager and HR will involve the Benefit Carrier in the action plan as required and the Corporation will make reasonable efforts to meet the needs of all individuals.
- In a circumstance where the employee or client is not on a disability claim, the feedback should be channeled through to Corporate Real Estate and a costing analysis will be prepared. Human Resources will be involved wherein an Ergonomic Assessment is required and may be involved dependent on the disability.

The Corporation will take the following steps to make all websites and content conform to WCAG 2.0, Level AA by **January 1, 2021**.

Target date to have completed by December 2016: Provide text alternatives for all non-text content.

- Alt tag images/logos.
- Provide synchronized alternatives for multimedia.
 - Videos need Captions.
 - Multimedia text alternative.
- Provide mechanisms to help users find content, orient themselves within it, and navigate through it.
 - Some domains need search field implementation.
- Standardize hierarchy of heading tags.
- Create title tags for links.

Employment

The Corporation is committed to fair and accessible employment practices.

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

- The Corporation is aligned with Human Rights and Employment Standards in following a fair hiring practice with interview and skill assessments to hire the right person for each role.
- If an applicant were to make the Talent Acquisition Group (TAG) aware of their disability during the recruitment process, TAG would accommodate the disability to a

point of an undue hardship (ie. engaging TTY line for a job applicant who is hearing impaired).

The Corporation will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability:

- The Corporation is committed to the development and implementation of a disability management policy which includes accommodations, modified work and gradual return to work plans.
- The Corporation will educate those in supervisory roles of the benefits of accommodations and modified work to assist in the recovery of the employee.
- We will take the following steps to ensure the accessibility needs of employees with disabilities are taken into account if the Corporation is using performance management, career development and redeployment processes:
- The Corporation is aligned with Human Rights and Employment Standards in following a fair practice with regards to career advancement opportunities as well as managing performance and taking into consideration accommodations where applicable.

The Corporation will take the following steps to prevent and remove other accessibility barriers identified:

- As feedback is received, an internal evaluation would be conducted to accommodate a disability which would include any accommodations or modifications to job function or location to the point of undue hardship.

Design of Public Spaces

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

- Recreational trails
- Outdoor public eating areas (picnic areas)
- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals
- Accessible off street parking
- Service-related elements like service counters and waiting areas

The Corporation will put the following procedures in place to prevent service disruptions to its accessible parts of its public spaces.

In the event of a service disruption, we will notify the public of the service disruption and alternatives available.

For More Information

For more information on this accessibility plan, please contact Donna Bryden at:

- Phone: 780-930-5356 (W) or 780-966-9664 (C)
- Email: donna.bryden@scm.ca

Accessible formats of this document are available upon request to Donna Bryden.