

Aviva Canada Multi-Year Accessibility Plan



Accessibility for Ontarians with Disabilities Act (AODA), 2005
Ontario Regulation 191/11 Integrated Accessibility Standards

Updated: July 6 2023

Multi-Year Accessibility Plan



Introduction

The Multi-Year Accessibility Plan outlines Aviva Canada's strategy to prevent and remove barriers and meet its requirements under the Accessibilities for Ontarians with Disabilities Act, 2005 (AODA), the Accessibility Standard for Customer Service (Ontario Regulation 429/07), and the consolidated Integrated Accessibility Standards (Ontario Regulation 191/11).

This Multi-year accessibility plan outlines the policies and actions that Aviva Canada will put into place to improve opportunities for people with disabilities.

The multi-year plan will be reviewed and updated regularly to ensure that our organization meets the requirements to be fully accessible by 2025.

Aviva's Commitment to Accessibility



Policy Statement

Aviva Canada Inc. and its subsidiaries (Aviva Canada) are supportive of the Accessibility for Ontarians with Disabilities Act (AODA), and its goal of achieving accessibility with respect to goods, services, facilities, employment. 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 the accessibility requirements under the Accessibilities for Ontarians with Disabilities Act.

Timelines for Compliance with Ontario Accessibility Regulations and Standards



2011



Customer Service O. Reg. 429/07

- Use of service animals and support persons
- Notice of temporary disruptions
- Training
- Feedback process for providers of goods and services
- Availability of documents

2014



General Requirements O. Reg. 191/11

- Accessibility Policies
- Multi-year Plan
- Self-Service Kiosks



Information and Communications 191/11

- Accessible websites and web content (WCAG 2.0 Level A)



**File accessibility compliance report*

2016



Employment O. Reg. 191/11

- Recruitment, assessment and selection process
- Accessible formats and communication supports for employees
- Employee Accommodation Plans
- Return to Work Process
- Performance Management
- Career Development and Advancement
- Redeployment

2017



Design of Public Spaces O. Reg. 191/11

- Outdoor eating areas
- Exterior paths of travel
- Accessible Parking
- Obtaining service
 - Fixed guide queuing
 - Service counters
 - Waiting areas
- Maintenance



**File accessibility compliance report*

2020



**File accessibility compliance report*

2021



Information and Communications O. Reg. 191/11

- Accessible websites and web content (WCAG 2.0 Level AA)

2023



**File accessibility compliance report*

2025

**Fully accessible by
Jan 1, 2025**

2012



Information and Communications O. Reg. 191/11

- Emergency Procedures and Plans

2015



General Requirements O. Reg. 191/11

- Training



Information and Communications O. Reg. 191/11

- Accessible Feedback Processes

Accountabilities



Compliance Date: January 1, 2014

Standard	Requirement (per O. Reg. 191/11)	Status / Implementation	Responsibility
General Requirements (PART I)	Establishment of Accessibility Policies - s. 3	A policy governing how we achieve or will achieve accessibility through meeting the requirements of the regulation. The policy documents will be made available and will be provided in an accessible format upon request	Risk <i>*Ongoing review with People/Entity</i>
	Accessibility Plans - s. 4	A multi-year plan will be developed to outline our strategy to prevent and remove barriers and meet the requirements of the Accessibility Act and Regulations. A schedule for update and review of the plan will be established.	Risk <i>*Ongoing review with People/Entity</i>
	Self-Service Kiosks - s.6	A protocol will be established for the purchase of new self-service kiosks to ensure accessibility is considered in the procurement process.	Facilities
Information and Communications (PART II)	Accessible websites and web content - s. 14	New web design will incorporate accessibility standards based on WACG 2.0 A requirements	Marketing/IT

Accountabilities



Compliance Date: January 1, 2015

Standard	Requirement (per O. Reg. 191/11)	Status / Implementation	Responsibility
General Requirements (PART I)	Training - s.7	A training policy and program on the regulation and Human Rights code developed. All affected employees will receive training and the records of this training will be maintained.	People Function
Information and Communications (PART II)	Accessible feedback – s.11	Communications strategy to ensure that the feedback process is accessible. The process ensures that the alternate formats of the feedback process will be provided upon request	Corporate Communications /Office of the Complaint Examiner

Accountabilities

Compliance Date: January 1, 2016

Standard	Requirement (per O. Reg. 191/11)	Status / Implementation	Responsibility
Employment Standards (PART III)	Recruitment and Selection Recruitment – s. 22 Recruitment, Assessment Or Selection Process – s.23 Notice to Successful Applicants – s.24 The Accommodation Process Informing Employees of Supports – s. 25 Accessible Formats and Communication Supports For Employees – s.26 Documented Individual Accommodation Plans – s.28 Return to Work Return to Work Process – s.29 Retention Performance Management s.30 Career Development and Advancement – s.31 Redeployment – s.32	Human Resource Policies and processes reviewed and updated to include the requirements of the AODA Employment Standards	People Function

Accountabilities

Compliance Date: January 1, 2017

Standard	Requirement (per O. Reg. 191/11)	Status / Implementation	Responsibility
Design of Public Spaces (PART IV.1)	Public Spaces Outdoor public use eating areas – s. 80.17 Exterior paths of travel – s. 80.21 to 80.31 Accessible Parking – s.80.32 to 80.39 Obtaining services Service counters – s.80.40 to 80.41 Fixed queuing guides – s. 80.42 Waiting areas – s.80.43 Maintenance Maintenance of accessible elements - s. 80.44	Facility policies and processes reviewed and updated to include the requirements of the Built Environment Standard. New construction projects will take into account the applicable requirements from the Standard.	Facilities

Accountabilities



Compliance Date: January 1, 2021

Standard	Requirement (per O. Reg. 191/11)	Status / Implementation	Responsibility
Information and Communications (PART II)	Accessible websites and web content – s. 14	New web design will incorporate accessibility standards based on WACG 2.0 AA requirements.	Marketing/IT

Feedback regarding the way Aviva Canada provides goods or services to people with disabilities can be made by contacting the Office of the Complaint Examiner at:

- Mail: Aviva Canada Inc. 10 Aviva Way, Suite 100 Markham, Ontario L6G 0G1
- Email: plainte-complaint.ca@aviva.com
- Phone (Toll free): 1-877-689-3634
- Completing the online feedback form found on www.aviva.ca website via the ["Customer concerns and complaints"](#) link located at the bottom of the page.

We will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, upon request.