

Ontario School Boards' Insurance Exchange (OSBIE)

Accessibility Plan

OSBIE is committed to providing a barrier-free environment for all stakeholders including our clients/customers, employees, job applicants, suppliers and any visitors who may 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)*, and its associated standards and regulations.

Providing an accessible and barrier-free environment is a shared effort, and as an organization, OSBIE is committed to working with the necessary parties to make accessibility for all a reality.

Accessible Customer Service- Providing Goods and Services to People with Disabilities

OSBIE is committed to excellence in serving all customers including people with disabilities.

Assistive Devices- OSBIE will ensure that its staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing its goods or services.

Communication- OSBIE will communicate with people with disabilities in ways that take into account their disability.

Service Animals- OSBIE welcomes people with disabilities and their service animals. Service animals are allowed on the parts of its premises that are open to the public.

Support persons- A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on OSBIE premises.

Notice of Temporary Disruptions- In the event of a planned or unexpected disruption in the facilities or services used by persons with disabilities, where possible, OSBIE will make arrangements to notify customers.

Training for Staff- OSBIE will provide training to employees. Individuals in the following positions will be trained:

Executives, Managers, Administrative staff, Claims Examiners, Lawyers

This training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standard.
- OSBIE's plan related to the Customer Service Standard.
- How to interact and communicate with people with various types of disabilities.
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.
- What to do if a person with a disability is having difficulty in accessing OSBIE's goods and services.

Staff will also be trained when changes are made to the plan.

Integrated Accessibility Standards- Information and Communications, Employment

Self-Service Kiosks- When designing, procuring or acquiring its self-serve kiosks to better serve persons with disabilities, OSBIE will continue to have consideration for accessibility.

Information and Communications Standards

When requested, OSBIE will provide information and Communication in an accessible manner to people with disabilities.

OSBIE will determine the most appropriate accessible format or communication support based on the accessibility needs of the person and the capability of the organization.

OSBIE will ensure that these accessible formats or communication support are provided in a timely manner and at no greater cost than the regular cost charged to other people.

When it is not possible for OSBIE to convert the requested material, OSBIE will provide an explanation as to why the information and communication are not convertible as well as a summary of the information and communication.

Employment Standards

Recruitment- OSBIE will notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process.

Recruitment, Assessment or Selection Process- OSBIE will notify job applicants, when they are individually selected to participate further in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used.

Notice to Successful Applicants- OSBIE will notify the successful applicant of its policies for accommodating employees with disabilities when making an offer of employment.

Informing Employees of Support- OSBIE will continue to inform its employees of its policies (and any updates to those policies) used to support employees with disabilities and OSBIE will provide this information to new employees as soon as is practicable following the commencement of employment.

Accessible Formats and Communication Supports for Employees- When requested by an employee with a disability, OSBIE will consult with the employee to provide, or arrange for the provision of, accessible formats and communication supports for information that is needed to perform his/her job, and information that is normally available to other employees.

Workplace Emergency Response Information- OSBIE will provide individualized workplace emergency response information to employees with a disability, if the disability is such that the individualized information is necessary, and if OSBIE is made aware of the need for accommodation due to the employee's disability.

Where an employee with a disability requires assistance, OSBIE will, with the consent of the employee, provide the workplace emergency response information to the person designated by OSBIE to assist the employee.

OSBIE will review the individualized workplace emergency response information when the employee moves to a different location in the organization or when the employee's overall accommodation needs or plans are reviewed.

Performance Management, Career Development and Advancement, and Redeployment-

OSBIE will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and advancement to employees, or when redeploying employees.

Feedback process

Customers who wish to provide feedback on the way OSBIE provides:

- Goods and Services
- Information and Communications Support
- The Employment Process

to people with disabilities can:

- Email – info@osbie.on.ca
- Verbally
- Telephone – 519-767-2182

All feedback will be directed to: Sandra Taylor, CFO

Customers can expect to hear back in 5 days. Complaints will be addressed according to our organization's regular complaint management procedures.

Modifications to this or other policies

Any policy of OSBIE that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.