



Integrated Accessibility Standards Regulation – Multi Year Plan

Part I – General Requirements

Requirement Outlined in the Act

#	Section # from Act	Initiative	Requirement Outlined in the Act	Blue Cross Canassurance’s Actions	Status	Compliance Date
1	3	Establishment of Accessibility Policies	3.(1) Every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements referred to in this Regulation.	Developed and implemented policy.	Completed	April 1, 2022
2	4	Accessibility Plans	4.(1) Large organizations shall, a) establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization’s strategy to prevent and remove barriers and meet its requirements under this Regulation; b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and c) review and update the accessibility plan at least once every five years.	Completed an accessibility plan by determining barriers that exist at Blue Cross Canassurance. The plan is available in accessible format, upon request and is posted on external website. Blue Cros Canassurance reviewed the plan in April 2022 and has	Completed	May 30, 2024

				committed to reviewing the plan minimally once every 5 years.		
3	7	Training	<p>7.(1) Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the <i>Human Rights Code</i> as it pertains to persons with disabilities to,</p> <p>(a) all employees, and volunteers;</p> <p>(b) all persons who participate in developing the organization’s policies; and</p> <p>(c) all other persons who provide goods, services or facilities on behalf of the organization.</p>	Training has been provided to employees and is accessible to consult. Future employees will be trained upon hire.	Completed/ Ongoing	April 1, 2022

Part II – Information and Communications Standards

Requirement Outlined in the Act

#	Section # from Act	Initiative	Requirement Outlined in the Act	Blue Cross Canassurance’s Actions	Status	Compliance Date
4	13	Emergency Procedures, Plans or Public Safety Information	13.(1) In addition to its obligations under section 12, if an obligated organization prepares emergency procedures, plans or public safety information and makes the information available to the public, the	Blue Cross Canassurance incorporated accessibility considerations into its <i>Safety Plan</i> and procedures. Accommodations are available upon request.	Completed/ Ongoing	April 1, 2022

			obligated organization shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.			
5	14	Accessible Websites & Web Content	14.(2) Designated public sector organizations and large organizations shall make their internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA, and shall do so in accordance with the schedule set out in this section.	<p>Blue Cross Canassurance is working on providing information and website content in accessible formats or with communication support. Blue Cross Canassurance has confirmed that our website meets the accessibility requirements (Level A) identified in this act.</p> <p>The website will meet the requirements of the internationally recognized Web Content Accessibility Guidelines (WCAG) 2.0, Level AA, in accordance with Ontario's accessibility laws.</p> <p>When communicating with persons with disabilities, we consult with them to consider the best way to deliver the information and ensure it is accessible. We also offer communication support if needed.</p>	Completed/ Ongoing	October 30, 2024
6	11	Feedback	11.(1) Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for	A procedure has been developed. In accordance with the Blue Cross Canassurance <i>Complaint Management Policy</i> available on our website, customers may	Completed/ Ongoing	April 1, 2022

			accessible formats and communications supports, upon request.	provide feedback on the accessibility of the goods, services and facilities are delivery or provided by the organization.		
7	12	Accessible Formats & Communication Supports	<p>12.(1) Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities,</p> <p>a) in a timely manner that takes into account the person’s accessibility needs due to disability; and</p> <p>b) at a cost that is no more than the regular cost charged to other persons.</p>	The person marking the accommodation request will be consulted prior to arranging accessible formats and communications support and Blue Cross Canassurance will meet the criteria as outlined in this section.	Completed	April 1, 2022
			12.(2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.	The person marking the accommodation request will be consulted prior to arranging accessible formats and communications support and Blue Cross Canassurance will meet the criteria as outlined in this section.	Completed	April, 1 2022
			12.(3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.	The availability of accessible formats and communication supports is included on Blue Cross Canassurance website.	Completed	April 1, 2022



Part III – Employment Standards

Requirement Outlined in the Act

#	Section # from Act	Initiative	Requirement Outlined in the Act	Blue Cross Canassurance’s Actions	Status	Compliance Date
8	27	Workplace Emergency Response Information	27.(1) Every employer shall provide individualized workplace emergency response information to employees who have a disability if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee’s disability.	Blue Cross Canassurance will work with the employee that requires assistance and create a plan based on the type of accommodation required during a workplace emergency.	Completed	April 1, 2022
9			<p>(2) If an employee who receives individualized workplace emergency response information requires assistance and with the employee’s consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.</p> <p>(3) Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee’s disability.</p>	<p>Blue Cross Canassurance may have access to this information at any given time for the purpose of assisting the employee.</p> <p>Blue Cross Canassurance will provide this information to the employee as soon as possible.</p>	Completed	April 1, 2022

			<p>(4) Every employer shall review the individualized workplace emergency response information,</p> <p>(a) when the employee moves to a different location in the organization;</p> <p>(b) when the employee’s overall accommodations needs or plans are reviewed; and</p> <p>(c) when the employer reviews its general emergency response policies.</p>	Blue Cross Canassurance is committed to reviewing the individualized workplace emergency response.		
10	22	Recruitment - General	22. Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	Recruitment processes make candidates and employees aware that accommodations are available.	Completed	April 1, 2022
11	23	Recruitment, Assessment or Selection Process	<p>23.(1) During a recruitment process, an employer shall notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used.</p> <p>(2) If a selected applicant requests an accommodation, the employer shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes</p>	Recruitment processes make candidates and employees aware that accommodations are available. Blue Cross Canassurance will take into account the person’s accessibility needs.	Completed	April 1, 2022

			into account the applicant's accessibility needs due to disability.			
12	24	Notice to Successful Applicants	24. Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.	Recruitment processes make candidates and employees aware that accommodations are available.	Completed	April 1, 2022
13	25	Informing Employees of Supports	<p>25.(1) Every employer shall inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.</p> <p>(2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.</p> <p>(3) Employers shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.</p>	Employees are informed through training that job accommodations are available if and when needed due to disability.	Completed	April 1, 2022

14	26	Accessible Formats & Communication Supports for Employees	<p>26.(1) In addition to its obligations under section 12, where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for,</p> <p>(a) information that is needed in order to perform the employee’s job; and</p> <p>(b) information that is generally available to employees in the workplace.</p> <p>(2) The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.</p>	The person making the accommodation request will be consulted prior to arranging any accommodations as outlined in this section.	Completed	April 1, 2022
15	28	Documented Individual Accommodation Plans	<p>28.(1) Employers, other than employers that are small organizations, shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.</p>	The process for the development of documented individual accommodation plans includes the criteria as outlined in this section.	Completed	April 1, 2022
			<p>28.(2) The process for the development of documented individual accommodation plans shall include the following elements:</p> <p>1. The manner in which an employee requesting accommodation can</p>	The process for the development of documented individual accommodation plans includes the criteria as outlined in this section.	Completed	April 1, 2022

			<p>participate in the development of the individual accommodation plan.</p> <p>2. The means by which the employee is assessed on an individual basis.</p> <p>3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to determine if and how accommodation can be achieved.</p> <p>4. The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan.</p> <p>5. The steps taken to protect the privacy of the employee's personal.</p> <p>6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.</p> <p>7. If an individual accommodation plan is</p>			
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			<p>denied, the manner in which the reasons for the denial will be provided to the employee.</p> <p>8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.</p>			
16	29	Return to Work Process	<p>29.(1) Every employer, other than an employer that is a small organization,</p> <p>(a) shall develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work; and</p> <p>(b) shall document the process.</p> <p>(2) The return to work process shall,</p> <p>(a) outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and</p> <p>(b) use individual documented accommodation plans, as described in section 28, as part of the process.</p> <p>(3) The return to work process referenced in this section does not replace or</p>	<p>Blue Cross Canassurance has developed a return to work process.</p> <p>The return to work process includes the criteria outlined in this section.</p>	Completed	April 1, 2022

			override any other return to work process created by or under any other statute.			
17	30	Performance Management	30.(1) An employer that uses performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.	Blue Cross Canassurance takes into consideration the employee's accessibility needs and individual accommodation plans when using performance management processes in respect of employees with disabilities.	Completed	April 1, 2022
18	31	Career Development & Advancement	31.(1) An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.	Any programs related to career development and advancement at Blue Cross Canassurance take into account the accessibility needs of the employee with the disability as well as any individual accommodation plans.	Completed	April 1, 2022
19	32	Redeployment	32.(1) An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.	Not applicable	Not applicable	Not applicable

Part IV – Transportation Standards

Requirement Outlined in the Act

#	Section # from Act	Initiative	Requirement Outlined in the Act	Blue Cross Canassurance’s Actions	Status	Compliance Date
20	33 - 80	Transportation Standards	<p>The Transportation Standard requires transportation service providers to make the features and equipment on routes and vehicles accessible to passengers with disabilities.</p> <p>Blue Cross Canassurance is not involved in the transportation of people, and therefore, this standard is not applicable.</p>	Not applicable	Not applicable	Not applicable

Part IV.1 – Design of Public Spaces Standards

Requirement Outlined in the Act

#	Section # from Act	Initiative	Requirement Outlined in the Act	Blue Cross Canassurance’s Actions	Status	Compliance Date
21	80.1 – 80.44	Design of Public Spaces Standards	The Design of Public Spaces standards outlines the need for newly constructed or redeveloped public spaces to be accessible	Not applicable	Not applicable	Not applicable

			for people with disabilities. Blue Cross Canassurance does not own the building in which we are a tenant of; therefore, this standard is not applicable.			
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Part IV.2 – Customer Service Standards

Requirement Outlined in the Act

#	Section # from Act	Initiative	Requirement Outlined in the Act	Blue Cross Canassurance’s Actions	Status	Compliance Date
22	80.45 – 80.51	Customer Service Standards	The Customer Service Standard sets out requirements for service providers to make their goods, services, and facilities accessible for customers or patrons with disabilities.	Blue Cross Canassurance met the compliance requirements by establishing policies, procedures and practices for providing goods and services both within and outside of the organization.	Completed/ Ongoing	April 1, 2022
23	80.48	Notice of Temporary Disruptions	80.48 (1) If, in order to obtain, use or benefit from a provider’s goods, services or facilities, persons with disabilities usually use other particular facilities or services of the provider and if there is a temporary disruption in those other facilities or services in whole or in part, the provider shall give notice of the disruption to the public.	Blue Cross Canassurance will make every possible effort to provide the public with advance notice of the disruption that may affect the accessibility of good and services, including information about the cause, and expected duration, as well as a list of alternative services available.	Completed/ Ongoing	May 30, 2024

			<p>(2) Notice of the disruption must include the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available. [...]</p> <p>(5) The notices required by subsections (2) and (4) may be given by posting the information at a conspicuous place on premises owned or operated by the provider, by posting it on the provider’s website, if any, or by such other method as is reasonable in the circumstances.</p>			
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Last Revision Date : April 1, 2024