



Multi-Year Accessibility Plan

Business Policy Owner: Marcia Mendes-d'Abreu, Chief Human Resources Officer

Board Review and Approval Cycle: Every five years

Last Review Date: December 2018

Next Review Date: December 2023

Regulatory Reference: Accessibility for Ontarians with Disabilities Act 2005 (AODA)

Document Number: 411900 CAN/US (02/18)

Foresters Financial will continue to comply with the Ontario Accessibility Standards for Customer Service Regulation and continue to implement initiatives to enhance accessibility in other areas under the Integrated Accessibility Standards Regulation. This Multi-Year Accessibility plan outlines the policies and actions that Foresters Financial will put in place to improve opportunities for people with disabilities.

Statement of Commitment

Foresters Financial 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 needs under the Integrated Accessibility Standards Regulation (IASR) enacted under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

Customer Service

- Foresters Financial will strive to provide products and services in a way that respects the dignity and independence of people with disabilities by taking the following steps:

- Persons with disabilities are provided equal opportunity to obtain, use and benefit from Foresters products and services
- Products and services are provided in a manner that respects the dignity and independence of persons with disabilities
- Products and services provided to persons with disabilities are integrated with the provision to others unless an alternative measure is necessary to allow a person with a disability to benefit; the alternative measure may be temporary or permanent
- Communications with a person with a disability are conducted in a manner that takes the person's disability into account
- Persons with disabilities may use assistive devices, service animals and support persons as is necessary to access Foresters products and services unless superseded by other legislation
- Establishing policies and standards for providing products and services that are posted internally and on the corporate website.
- Create awareness through training for all employees who interact with persons with disabilities. Providing feedback mechanisms and make them available in accessible format.

Accessible Emergency Information

Foresters Financial will provide members 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

Foresters Financial will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws:

- Continue to review available training from the Ontario Government and other sources to assess applicability. Consider program options and complete training.
- Train new employees through onboarding and orientation, and existing employees with respect to any changes to accessibility policies.
- Provide online training to all new customer facing employees and contractors.
- Continue to train those engaged in the creation of policies.

Information and Communication

Foresters Financial will commit to make information and communication systems and platforms accessible to people with disabilities and will take the following steps:

- Continue to make new websites and content on those sites conform with WCAG 2.0, Level A by:
 - Ensure ongoing compliance to standards
 - Regularly evaluate compliance through accessibility quality tool
 - Conduct staff training as required
- Continue to incorporate level AA requirements and make all websites and content conform with WCAG 2.0, Level AA by January 1, 2021
- Ensure that existing feedback processes are accessible to people with disabilities upon request by:
 - Regularly update feedback forms and alternate formats as required
 - Review all feedback processes and update as required
 - Ensure options are available for providing and receiving feedback
- Provide publicly available information in an accessible format upon request
- Ensure compliance plans are updated/edited

Employment

Foresters Financial will take the following steps to notify the public and staff that, when requested we will accommodate people with disabilities during the recruitment, hiring and assessment processes:

- Create accessible employment procedures to incorporate all requirements of the Accessibility Standard for Employment

- Implement procedures company wide
- Update job posting templates to include accessibility statement
- Ensure ongoing compliance

We will 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:

- Review, update and document existing return to work process
- Update existing process as required

We will ensure the accessibility needs of employees with disabilities needs are taken into account for performance management, career development and redeployment processes:

- Create individual accommodation plans for employees needing assistance
- Ensure individual emergency plans are updated as required
- Implement accessible employment procedures
- Continuous review of standards and best practices related to accessible employment to ensure ongoing compliance

Transportation

This standard does not apply to Foresters Financial.

Built Environment

Foresters Financial will take the following steps to create accessible spaces and services that everyone can use:

- Develop standards and procedures to prevent service disruptions to its public spaces.
- Notify the public of any service disruption and alternatives available.
- Continue to meet all prescribed requirements and ensure ongoing compliance.

For more information

For more information on this accessibility plan, please contact us by email, phone or mail:

- Toll Free: 1(800)-828-1540 Monday to Friday from 8am to 8pm ET
- Email: service@foresters.com
- Mail: 789 Don Mills Road, Toronto, Ontario, Canada M3C 1T9

Accessible formats of this document are available free upon request.