



Accessibility Policies and Multi-Year Accessibility Plan

Accessibility Plan and Policies for Reliable Life Insurance Company

This 2014-21 accessibility plan outlines the policies and actions that Reliable Life Insurance Company (Reliable Life) will put in place to improve opportunities for people with disabilities.

Statement of Commitment

Reliable Life 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.

1. Emergency Information

1.1 Accessible Emergency Information

Reliable Life is committed to providing people with disabilities with publicly available emergency information in an accessible format upon request.

Completion Date: January 1, 2012

Status: Implemented

1.2 Accessible Workplace Emergency Information

We are committed to providing employees with disabilities individualized emergency information in an accessible way upon request or if Reliable Life is aware that an employee needs accommodation as a result of his/her disability as soon as it is practicable. With the employee's consent, we will also provide the emergency response information to any person(s) designated to assist the employee.

Completion Date: January 1, 2012

Status: Implemented

2. Training

Reliable Life will provide training to employees, volunteers and other staff members in Ontario's accessibility laws and in the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of the employees, volunteers and other staff members. A record will be maintained for all training provided under this section as required.

Completion Date: January 1, 2015

Status: Implemented

3. Information and Communications

3.1 Accessible Formats and Communication

Reliable Life is committed to meeting the communication needs of people with disabilities. Upon request, we will provide or arrange for publicly available information in accessible formats and/or with communication supports for people with disabilities in a timely manner, taking into account the person's accessibility needs due to disability, and at a cost that is no more than the regular cost charged to other persons. We may consult with people with disabilities to determine the suitability of the accessible format.

Completion Date: January 1, 2015

Status: Implemented

3.2 Feedback Process

Reliable Life's processes for receiving and responding to feedback will be provided in an accessible format or with communication supports provided or arranged for upon request. We may consult with the person to determine the suitability of the accessible format or communication support required.

Completion Date: January 1, 2015

Status: Implemented

3.3 Websites and Web Content

Reliable Life is committed to making its websites and web content accessible to all people including those with disabilities and to making sure new websites and new web content published after January 1, 2012 conforms with WCAG 2.0, Level A.

Completion Date: January 1, 2014

Status: Ongoing

Reliable Life will take the necessary steps to make all our websites and new web content published after January 1, 2014 conform with WCAG 2.0, Level AA (excluding success criteria 1.2.4 Captions (Live) and success criteria 1.2.3 Audio Descriptions (Pre-recorded)).

Completion Date: January 1, 2021

Status: Ongoing

4. Employment

Reliable Life is committed to fair and accessible employment practices throughout all stages of the employment cycle and to identifying and removing barriers to employment for people with disabilities.

4.1 Recruitment, Assessment, and Selection

We will notify our employees and the public of the availability of accommodation for people with disabilities during the recruitment process. Upon request, we will accommodate people with disabilities during the recruitment and assessment process. When making offers of employment, we will notify the successful applicant of our policies for accommodating people with disabilities.

Completion Date: January 1, 2016

Status: Implemented

4.2 Accessible Formats and Communication Supports for Employees

Upon request, we will consult with employees with disabilities to provide or arrange for the provision of suitable accessible formats and communication support for information that is needed in order to perform the employee's job and for information that is generally available to employees in the workplace.

We will inform our employees of Reliable Life's policies to support people with disabilities, including our policies on accommodation, and we will update this information whenever there is a change to existing policies.

Completion Date: January 1, 2016

Status: Implemented

4.3 Accommodation Plans and Return to Work Process

Reliable Life will put in place a written process for developing individual documented accommodation plans for people with disabilities who require accommodation.

We will put in place a return-to-work process which takes into account the individual's accommodation plan for employees that have been absent due to a disability.

Completion Date: January 1, 2016

Status: Implemented

4.4 Performance Management, Career Development, and Redeployment

Reliable Life will take into account the disability needs, as well as individual accommodation plans, of our employees with disabilities when engaging in performance management, career development and redeployment processes.

Completion Date: January 1, 2016

Status: Implemented

For More Information

For more information on this accessibility plan, please contact the Complaints Officer/Ombudsman at:

Email: compliance@reliablelifeinsurance.com

Phone: 1-800-465-0661

Accessible formats of this document are available free upon request from: