

# Multi-Year Accessibility Plan, 2012-2021

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

Deadline (Jan.1)	Act Section and Description	Action	Status	Responsibility
2012	<p><b>Part III: Employment Standards</b></p> <p>27. Workplace Emergency Response Information</p> <ul style="list-style-type: none"> <li>■ Provide individualized workplace emergency response information to employees who have a disability.</li> <li>■ If an employee who receives individualized workplace emergency response information requires assistance and with the employee’s consent, we shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.</li> <li>■ The required information will be provided as soon as is practicable after we become aware of the need for accommodation due to the employee’s disability.</li> <li>■ Individualized workplace emergency response information will be reviewed:               <ul style="list-style-type: none"> <li>a) when the employee moves to a different location in the organization,</li> <li>(b) when the employee’s overall accommodations needs or plans are reviewed, and</li> <li>(c) when we review our general emergency response policies.</li> </ul> </li> </ul>		Compliant	<ul style="list-style-type: none"> <li>■ Real Estate</li> <li>■ Employee Relations</li> </ul>

Deadline (Jan.1)	Act Section and Description	Action	Status	Responsibility
2014	<b>Part I: General</b>			
	3. Establishment of Accessibility Policies <ul style="list-style-type: none"> <li>■ Develop, implement and maintain policies governing how Manulife will achieve accessibility.</li> </ul>	<ul style="list-style-type: none"> <li>■ Establish Integrated Standards Policy.</li> </ul>	Compliant	<ul style="list-style-type: none"> <li>■ Steering Committee</li> <li>■ Employee Relations</li> </ul>
	4. Accessibility Plans <ul style="list-style-type: none"> <li>■ Establish, implement, maintain and document a multi-year accessibility plan.</li> <li>■ Post the accessibility plan on our websites.</li> <li>■ Provide the plan in an accessible format upon request.</li> <li>■ Review and update the accessibility plan at least once every five years.</li> </ul>	<ul style="list-style-type: none"> <li>■ Develop a multi-year accessibility plan in consultation with the Steering Committee &amp; Working Group.</li> </ul>	Compliant	<ul style="list-style-type: none"> <li>■ Steering Committee</li> <li>■ Working Group</li> <li>■ Employee Relations</li> </ul>
	6. Self-Serve Kiosks <ul style="list-style-type: none"> <li>■ Have regard to the accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks.</li> </ul>	<ul style="list-style-type: none"> <li>■ Identify all kiosks and consider accessibility requirements when procuring units.</li> </ul>	Compliant	<ul style="list-style-type: none"> <li>■ Manulife Bank</li> <li>■ Procurement</li> <li>■ Compliance</li> </ul>
	<b>Part II: Information and Communication Standards</b>			
	14. Accessible Websites & Web Content <ul style="list-style-type: none"> <li>■ Make new Manulife websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 – Level A.</li> </ul>	<ul style="list-style-type: none"> <li>■ Engage an external Consultant to review current websites and provide guidance to meet 2014 and 2021 requirements.</li> <li>■ Implement requirements to conform with WCAG 2.0 – Level A.</li> </ul>	Compliant  Compliant	<ul style="list-style-type: none"> <li>■ Steering Committee</li> <li>■ Information Systems</li> </ul>
2015	<b>Part I: General</b>			
	7. Training <ul style="list-style-type: none"> <li>■ Ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the Human Rights Code as it pertains to persons with disabilities to:               <ul style="list-style-type: none"> <li>(a) all employees and volunteers;</li> <li>(b) all persons who participate in developing the organization's policies; and</li> <li>(c) all other persons who provide goods, services or facilities on behalf of the organization.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>■ Source training vendors and a platform to deliver training to employees, volunteers and contractors.</li> <li>■ Implement training program.</li> </ul>	Compliant	<ul style="list-style-type: none"> <li>■ Employee Relations</li> <li>■ Working Group</li> <li>■ Compliance</li> </ul>
	<b>Part II: Information and Communication Standards</b>			
11. Feedback <ul style="list-style-type: none"> <li>■ Ensure that the processes for receiving and responding to feedback are accessible to persons with disabilities.</li> <li>■ Provide or arrange for accessible formats and communication support upon request.</li> </ul>	<ul style="list-style-type: none"> <li>■ Identify sources of internal and external feedback.</li> <li>■ Determine alternate formats.</li> <li>■ Review and update process as required.</li> </ul>	Compliant	<ul style="list-style-type: none"> <li>■ Working Group</li> <li>■ Employee Relations</li> </ul>	

Deadline (Jan.1)	Act Section and Description	Action	Status	Responsibility
2016	<b>Part II: Information and Communication Standards</b>			
	12. Accessible Formats & Communication Supports <ul style="list-style-type: none"> <li>■ Upon request, provide or arrange for the provision of accessible formats and communication supports:               <ul style="list-style-type: none"> <li>a) in a timely manner taking into account the person’s accessibility needs due to disability and</li> <li>b) at a cost that is no more than the regular cost charged to other persons.</li> </ul> </li> <li>■ Consult with the person making the request in determining the suitability of an accessible format or communication support.</li> <li>■ Notify the public about the availability of accessible formats and communication supports.</li> </ul>	<ul style="list-style-type: none"> <li>■ Review and update process for accessibility requests.</li> <li>■ Identify suppliers for accessible formats.</li> <li>■ Update websites to reflect accessible formats and communications support.</li> </ul>	Compliant	<ul style="list-style-type: none"> <li>■ Working Group</li> <li>■ Human Resources</li> </ul>
	<b>Part III: Employment Standards</b>			
	22. Recruitment – General <ul style="list-style-type: none"> <li>■ Notify employees and the public about the availability of accommodation for applicants with disabilities in the recruitment processes.</li> </ul>	<ul style="list-style-type: none"> <li>■ Review current recruitment processes and systems, and update as required.</li> </ul>	Compliant	<ul style="list-style-type: none"> <li>■ Working Group</li> <li>■ Human Resources</li> </ul>
	23. Recruitment, Assessment or Selection Process <ul style="list-style-type: none"> <li>■ 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.</li> <li>■ If a selected applicant requests an accommodation, consult with the applicant and provide, or arrange for the provision of a, suitable accommodation in a manner taking into account the applicant’s accessibility needs.</li> </ul>	<ul style="list-style-type: none"> <li>■ Review current recruitment processes and systems, and update as required.</li> </ul>	Compliant	<ul style="list-style-type: none"> <li>■ Working Group</li> <li>■ Human Resources</li> </ul>
	24. Notice to Successful Applicants <ul style="list-style-type: none"> <li>■ In offers of employment, notify the successful applicant of Manulife’s policies for accommodating employees with disabilities.</li> </ul>	<ul style="list-style-type: none"> <li>■ Review current recruitment processes and systems, and update as required.</li> </ul>	Compliant	<ul style="list-style-type: none"> <li>■ Working Group</li> <li>■ Human Resources</li> </ul>

Deadline (Jan.1)	Act Section and Description	Action	Status	Responsibility
	<p>25. Informing Employees of Supports</p> <ul style="list-style-type: none"> <li>■ Inform employees of 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.</li> <li>■ Provide the information to new employees as soon as is practicable after they begin their employment.</li> <li>■ Provide updated information to employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee’s accessibility needs.</li> </ul>	<ul style="list-style-type: none"> <li>■ Review current communication and onboarding processes and update as required.</li> <li>■ Implement a process to inform employees of any changes to policies on job accommodations.</li> </ul>	Compliant	<ul style="list-style-type: none"> <li>■ Working Group</li> <li>■ Human Resources</li> </ul>
	<p>26. Accessible Formats &amp; Communication Supports for Employees</p> <ul style="list-style-type: none"> <li>■ Consult with the employee to provide or arrange for the provision of accessible formats and communication supports for: <ul style="list-style-type: none"> <li>(a) information that is needed in order to perform the employee’s job and</li> <li>(b) information that is generally available to employees in the workplace.</li> </ul> </li> <li>■ Consult with the employee making the request in determining the suitability of an accessible format or communication support.</li> </ul>	<ul style="list-style-type: none"> <li>■ Review current communication and onboarding processes and update as required.</li> </ul>	Compliant	<ul style="list-style-type: none"> <li>■ Working Group</li> <li>■ Human Resources</li> </ul>
	<p>28. Documented Individual Accommodation Plans</p> <p>Have a written process for the development of documented individual accommodation plans for employees with disabilities, which includes:</p> <ol style="list-style-type: none"> <li>1. Employee requesting accommodation can participate in the development of the individual accommodation plan.</li> <li>2. Employee is assessed on an individual basis.</li> <li>3. Employer can request evaluations by outside medical or other expert at the employer’s expense.</li> <li>4. Employee can request the participation of a representative from the workplace in the development of the accommodation plan.</li> <li>5. Steps to protect the privacy of the employee’s personal information.</li> <li>6. Frequency with which the individual accommodation plan will be reviewed and updated, and how.</li> <li>7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.</li> <li>8. Means of providing the individual accommodation plan in a format that takes into account the employee’s accessibility needs.</li> </ol>	<ul style="list-style-type: none"> <li>■ Review current process and update if required.</li> </ul>	Compliant	<ul style="list-style-type: none"> <li>■ Working Group</li> <li>■ Human Resources</li> </ul>

Deadline (Jan.1)	Act Section and Description	Action	Status	Responsibility
	<p>29. Return to Work Process</p> <ul style="list-style-type: none"> <li>■ Manulife will:               <ul style="list-style-type: none"> <li>(a) develop and have in place a return to work process for its employees that require disability-related accommodations in order to return to work and</li> <li>(b) shall document the process.</li> </ul> </li> <li>■ The return to work process shall:               <ul style="list-style-type: none"> <li>(a) outline the steps to facilitate the return to work of employees who were absent because of their disability; and</li> <li>(b) use individual documented accommodation plans, as described in Section 28, as part of the process.</li> </ul> </li> <li>■ This return to work process does not replace or override any other return to work process under any other statute.</li> </ul>	<ul style="list-style-type: none"> <li>■ Review current process and update if required.</li> </ul>	Compliant	<ul style="list-style-type: none"> <li>■ Working Group</li> <li>■ Human Resources</li> </ul>
	<p>30. Performance Management</p> <ul style="list-style-type: none"> <li>■ Take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using performance management process in respect of employees with disabilities.</li> </ul>	<ul style="list-style-type: none"> <li>■ Review current process and update as required.</li> </ul>	Compliant	<ul style="list-style-type: none"> <li>■ Working Group</li> <li>■ Human Resources</li> </ul>
	<p>31. Career Development &amp; Advancement</p> <ul style="list-style-type: none"> <li>■ Take into account the accessibility needs of employees with disabilities, as well as any individual accommodation plans, when providing career development and advancement to employees with disabilities.</li> </ul>	<ul style="list-style-type: none"> <li>■ Review current process and update as required.</li> </ul>	Compliant	<ul style="list-style-type: none"> <li>■ Working Group</li> <li>■ Human Resources</li> </ul>
	<p>32. Redeployment</p> <ul style="list-style-type: none"> <li>■ Take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.</li> </ul>	<ul style="list-style-type: none"> <li>■ Review current process and update as required.</li> </ul>	Compliant	<ul style="list-style-type: none"> <li>■ Working Group</li> <li>■ Human Resources</li> </ul>

Deadline (Jan.1)	Act Section and Description	Action	Status	Responsibility
2017	<b>Part 1V.1: Design of Public Spaces Standard</b>			
	<p>80.1 – 80.44 Public Spaces</p> <p>Manulife will focus on removing barriers in our buildings and public spaces:</p> <p>Buildings – As of January 1, 2015, new construction and renovations will reflect updated accessibility requirements as outlined by Ontario’s Building Code.</p> <p>Public Spaces – Will be redesigned to meet accessibility standard where there is new construction and major changes to existing features including:</p> <ul style="list-style-type: none"> <li>■ Recreational trails/beach access routes</li> <li>■ Outdoor public eating areas</li> <li>■ Outdoor play spaces</li> <li>■ Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals</li> <li>■ Accessible parking</li> <li>■ Service-related elements like service counters, fixed queuing lines and waiting areas</li> <li>■ Maintenance and restoration of public spaces.</li> </ul>	<ul style="list-style-type: none"> <li>■ Review accessibility in our buildings and public spaces.</li> <li>■ Implement a plan to update as required.</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>■ Working Group</li> <li>■ Real Estate</li> </ul>
Deadline (Jan.1)	Act Section and Description	Action	Status	Responsibility
2021	<b>Part II: Information and Communication Standards</b>			
	<p>14. Accessible Websites and Web Content</p> <ul style="list-style-type: none"> <li>■ Make Manulife websites and web content conform with the World Wide Web Consortium (W3C) Web Content Accessibility Guidelines (WCAG) 2.0 – Level AA (excluding success criteria 1.2.4 and 1.2.5 as outlined in the Act)</li> </ul>	<ul style="list-style-type: none"> <li>■ Implement requirements to conform with WCAG 2.0 – Level AA</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>■ Working Group</li> <li>■ Information Systems</li> </ul>

