

## 2020-2025 Multi-Year Accessibility Plan

### Introduction

CAA Club Group (CCG) has been successfully servicing members, clients, brokers, and customers for many years. As an organization, CCG strives to create an accessible and inclusive workplace culture and removing all reasonably identifiable barriers to the access of goods, services, employment, information and communication and the built environment.

This multi-year accessibility plan outlines specific strategies and actions that we will be implemented over the period of 2020 to 2025 to meet provincial accessibility requirements under applicable legislation (Ontarians for Disabilities Act (AODA); Accessibility for Manitoban's Act (AMA), and Quebec's Act to secure handicapped persons in the exercise of their rights with a view to achieving social, school and workplace integration amongst others.

Our initiatives fall under four key pillars:

- Information and communication
- Employment
- Design of spaces
- Customer Service

This plan applies to CAA Club Group (CCG) and its affiliated companies, including CAA Insurance Company, Orion Travel Insurance Company, Echelon Insurance, CAA South Central Ontario, CAA Manitoba and CAA Services (South Central Ontario) Inc. These are collectively referred to as "CAA Club Group of Companies").

### CCG's Commitment to Accessibility

At CAA Club Group, we are committed to exceeding all our members, clients, brokers, and customers accessibility expectations and meeting the specific needs of those with a disability. Our goal is to create a community that is inclusive of all persons and treat all our members, clients, brokers, and customers in an equitable and fair manner. In recognition of the diverse needs of our community, CCG shall ensure that our policies, procedures, and practices address dignity, independence, integration, and equal opportunity. We strive to create a safe environment where everyone feels like they belong.

### Past Accomplishments

CCG has been advancing accessibility across the organization for many years. Past accomplishments can be reviewed in:

- [CAA's 2014-2019 Multi-Year Accessibility Plan](#)
- [Echelon's 2014-2019 Multi-Year Accessibility Plan](#)

## Information and Communication

### Goal

CCG will create, provide, and receive information and communication that is accessible for everyone, including providing information in an accessible alternate format upon request. All CCG internal and external digital information, products and services will meet Web Content Accessibility Guidelines 2.0 Level AA.

### Actions

Action	Status
Include accessibility as part of our digital design and development processes	Complete
Employ formal accessibility quality assurance testing procedures and methods	Complete
Conduct internal and/or external accessibility assessments	Complete
Include accessibility as part of the standard requirements for our third-party vendors	Complete
Continue to work with existing third-party vendors with website accessibility limitations to improve website accessibility	Ongoing
Assign clear accessibility targets and responsibilities on areas which require improvement	Ongoing
Create form for requesting information in an alternate format	Complete
Incorporate language in marketing materials and websites to advise that information in an alternative accessible format is available upon request	Complete
Any new build site will comply with WCAG2.0 Level AA	Ongoing
Any new system that we source from an external vendor will comply with WCAG2.0 Level AA success criteria	Ongoing
Continue to apply relevant accessibility standards to improve user experience	Ongoing

## Employment

### Goal

Candidates and current Associates with disabilities are provided with required support and accommodations so they may be able to join the organization, work effectively, experience career growth, and have opportunities for learning, development, and progression.

Action	Status
Review recruitment process (tests, assessment, procedures, and space) to ensure accessibility barriers are removed or when needed, an accommodation is provided upon request.	Complete
Ensure the same information that is available to people with no disability needs, is made available to those with disability needs during recruitment process or employment. This includes being able to provide information in alternate accessible formats when required or have other communication supports to assist the candidate or employee at various phases on their employment cycle.	Complete
Create an Associate Accommodation Plan and a Request for Accommodation Form and Process.	Complete
Incorporate language into all postings to make applicants aware that accommodations are available upon request.	Complete
Create Individualized Workplace Emergency Response Information Plan for those who require assistance in the event of an emergency	Complete
Create a documented Return to Work Plan to address any support required when an employee is returning to work after any disability leave	Completed
Consider Associate's disability when conducting performance management and assessing opportunities for advancements, promotions, or redeployments	Completed

## Design of Spaces

### Goal

CCG will incorporate inclusive design practices to allow members, clients, brokers and of all abilities to feel welcome in our corporate offices and retail locations. Newly constructed or redeveloped public spaces will be made accessible for people with disabilities. Accessibility enhancement will be made, when possible, for all existing retail and office locations.

### Actions

Action	Status
Stores that have been remodeled have been made accessible	Complete
New service kiosks include accessible features (Manitoba)	Complete
Ensure all new stores have accessible washrooms	Ongoing
Ensure all locations have accessible washrooms (Manitoba)	Complete
Install automatic door opener at all retail locations	Complete
Adult change table to be installed in accessible washroom at 60 CVD lobby	2025
New building in Manitoba will be made accessible	2025
All washrooms at corporate offices to install automatic door opener	Complete

## Customer Service

### Goal

Members, clients, brokers, and customers of all abilities will receive seamless, dignified, and equitable access to barrier-free products and services from CCG Associates.

### Actions

Action	Status
Develop training program and train all Associates on accessibility legislation	Complete
Create Customer Feedback Form	Complete
Create Service Disruption Template	Complete
Create Accessibility Working Group with focus on providing accessible customer service. Group reviews, on an annual basis, CCG's accessible customer service policy and practices and ensure accessibility is embedded at the strategic and operational level	Complete
Update and Harmonize CCG's Accessible Customer Service Policy to cover all entities. Ensure applicable provincial legislation was reflected to meet requirements under various jurisdictional Accessibility Standards. (AODA, AMA, Quebec's Act to secure handicapped persons in the exercise of their rights with a view to achieving social, school and workplace integration).	Complete
Annual Review and Update of CCG's Accessible Customer Service Policy	Ongoing
Create Accessible Customer Service Job Aid	Complete



## Closing Statement

This multi-year accessibility plan is created in accordance with legislative requirements, including Accessibility for Ontarians with Disability Act (AODA), The Accessibility for Manitobans Act (AMA) and Quebec's Act to secure handicapped persons in the exercise of their rights with a view to achieving social, school and workplace integration amongst others.

The multi-year Accessibility plan is posted on CCG's websites and will be reviewed annually.

For any questions or have feedback related to CCG's Multi-Year Accessibility Plan, please email [accessibility@caasco.ca](mailto:accessibility@caasco.ca)