

Integrated Accessibility Policy and Multi-Year Plan

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Tarion's Accessibility Policy

A Tarion is committed to providing accessible services to people with disabilities, consistent with the principles of independence, dignity, integration and equality of opportunity.

Reasonable efforts will be made to ensure the following:

- Tarion's services are provided in a manner that respects the dignity and independence of persons with disabilities.
- The provision of services to persons with disabilities will be integrated unless an alternate measure is necessary, whether temporarily or permanently, to enable a person with a disability to obtain, use or benefit from Tarion's services.
- That Tarion approach accessibility with a focus on equity so that persons with disabilities will be given opportunity to obtain, use and benefit from Tarion's services in the same way as persons without disabilities.

For definitions of terms in the above principles, please see Tarion's Accessible Customer Service Policy.

Tarion's Accessibility Plan

This 2014-21 accessibility plan outlines the policies and actions that Tarion Warranty Corporation will put in place to improve opportunities for people with disabilities.

Statement of Commitment

Tarion Warranty Corporation is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and an equity approach focused on 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 ("AODA")*.

Accessible Emergency Information

Tarion Warranty Corporation is committed to providing customers and clients with publicly available emergency information in an accessible way upon request. We also provide employees with disabilities with individualized emergency response information when necessary.

Training

Tarion Warranty Corporation has provided, and will continue to provide, training to employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

Tarion Warranty Corporation has taken the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws:

- Members of Tarion's Human Resources Department conducted a presentation to all Tarion staff in December 2014 regarding Tarion's policy on accessibility, the Ontario Human Rights Code and Ontario's Integrated Accessibility Standards under the AODA.
- New employees are trained by the Human Resources Department when they begin working at Tarion.

Information and Communications

Tarion Warranty Corporation is committed to meeting the communication needs of people with disabilities. Upon request, we will work with people with disabilities to identify their information and communication needs.

Tarion Warranty Corporation has taken the following steps to make all new websites and content on those sites conform with WCAG 2.0, Level A:

- Tarion's website is currently compliant with WCAG 2.0, Level A.
- Tarion also currently offers e-accessibility on our website, a software that offers accessibility options to consumers free of charge.

Tarion Warranty Corporation has taken the following steps to make ensure existing feedback processes are accessible to people with disabilities upon request:

- Information on Tarion's annual and bi-annual surveys has been added, notifying respondents about Tarion's accessibility policy and providing a link to further information.

Tarion Warranty Corporation has taken the following steps to make sure all publicly available information is made accessible upon request:

- Information has been added on Tarion's website and on the welcome message on our general inquiries telephone line to notify the public that we will provide information in an accessible format upon request.
- Information about Tarion's accessibility policy has been added to the builder registration and renewal package.
- Information about Tarion's accessibility policy has been added to the Homeowner Information Package.

Tarion Warranty Corporation will take the following steps to make all websites and content conform with WCAG 2.0, Level AA by **January 1, 2021**:

- Tarion continues to work towards WCAG 2.0, Level AA and has taken steps to reach this goal by 2021.

Employee Standard

Tarion Warranty Corporation is committed to fair and accessible employment practices. The Employment Standard builds upon the existing requirements under the *Ontario Human Rights Code* in relation to how accessibility throughout the entire employment cycle is provided. It applies to all employees.

Tarion Warranty Corporation has taken the following steps to inform its employees of its policies used to support its employees:

- Provides information of job accommodations that take into account an employee's accessibility needs due to disability.
- Provides the information required to new employees as soon as practicable after they begin their employment.
- Provides 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.

Tarion Warranty Corporation has taken the following steps to provide accessible formats and communication supports for employees:

- Consults with the employee to provide or arrange for the provision of accessible formats and communication supports for,
 - Information that is needed in order to perform the employee's job.
 - Information that is general available to employees in the workplace.
- Consults with the employee making the request in determining the suitability of an accessible format or communication support.

Tarion Warranty Corporation have taken the following steps to notify the public and employees that, when requested, Tarion Warranty Corporation will accommodate people with disabilities during recruitment and assessment processes and when people are hired:

- Includes information about the process for requesting accommodations in all job postings.
- Provides information to anyone involved in the recruitment process about the accommodation process.
- Notifies successful applicants of the policies for accommodating employees with disabilities.
- Ensures that all current and new employees are made aware of the policies in place that provide support for employees with disabilities.

Tarion Warranty Corporation has taken the following steps to 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:

- Creates and documents an accommodation and/or return to work plan in conjunction with the employee, the employee's manager, Human Resources and the appropriate medical professionals.

- Establishes a time frame for monitoring and reviewing the plan on a regular basis with all involved to ensure the accommodation remains appropriate.

Tarion Warranty Corporation has taken the following steps to ensure the accessibility needs of employees with disabilities are taken into account if Tarion Warranty Corporation is using performance management, career development and redeployment processes:

- Addresses individual accommodation requests on a case by case basis taking into account the nature of the disability.
- Through individual accommodation requests, Tarion will adapt its policies and procedures to make sure we comply with all AODA requirements.

Tarion Warranty Corporation has taken the following steps to prevent and remove other accessibility barriers identified:

- Tarion is compliant with the requirement that public spaces are barrier free.
- Tarion redesigned its front reception area to accommodate a mobility aide and an automatic door was installed.

For more information

For more information about this policy, or questions related to accessibility at the Tarion Warranty Corporation:

- Telephone: 1-877-982-7466
- Mail:
 - Director, Customer Services,
 - Tarion Warranty Corporation,
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 - Toronto, ON M2N 6L9
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