Accessibility Policy

Statement of Organizational Commitment

Teachers Life Insurance Society (hereinafter referred to as “Teachers Life” or “the Society”) is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence.

We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act and Ontario’s accessibility laws.

Teachers Life is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

Teachers Life understands that obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to meet people with disabilities under any other law.

Teachers Life is committed to excellence in serving and providing goods, services or facilities to all customers including people with disabilities.

Our accessible customer service policies are consistent with the principles of independence, dignity, integration, and equality of opportunity for people with disabilities.

Principles

Our accessibility commitment is to meet the requirements of the AODA by:

- Providing accessible services and information
- Removing barriers
- Maintaining an accessible work environment
- Supporting a workplace culture that is respectful of individual needs

Application and Scope

We are committed to ensuring our policies, practices and procedures respect the dignity and independence of people with disabilities. This commitment applies to:

- Customers
- Members of the public
- Employees, prospective employees, contractors, volunteers, and Board members

Practices

Our practices will guide our employees and Board members on:

- Communicating with people with disability-related needs
- Interacting with and/or assisting people using assistive devices or requiring the
- assistance of a designated service animal or a support person
- Providing safe evacuation for people with disabilities during an emergency

Training

We are committed to training all staff and Board members in accessible customer service, other Ontario's accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

Assistive Devices and Measures

We will accommodate people with disabilities, who use assistive devices or require additional measures, when attending our public meetings or events. We will endeavour to make modifications to our environment to accommodate accessibility requests when a customer, member of the public, employee, prospective employee, or Board member needs an assistivedevice or accommodation.

Communication

We communicate with people with disabilities in ways that take into account their disability. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports:

- 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 will consult with the person making the request in determining the suitability of an accessible format or communication support.

We will also meet internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

Service Animals and Support Persons

We welcome people with disabilities and their service animals or support persons.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, this organization will endeavour to notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

Feedback

Teachers Life Insurance Society welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Feeback may be provided in the following ways:

- Email: insuring@teacherslife.com
- Telephone: 1-866-620-5433
- Mail: Human Resources
  Teachers Life Insurance Society
  50 Burnhamthorpe Road West, Suite 703
  Mississauga, ON L5B 3C2
- Teachers Life is a hybrid work environment, with in-office days on Tuesdays and Wednesdays. Our core business hours are 8:30am-4:30pm EST.

Employment

We welcome and encourage applications from people with disabilities. We notify employees, job applicants and the public that accommodation can be made during recruitment and hiring.

We notify job applicants when they are individually selected to participate in an assessment or selection process that accommodation is available upon request.

We consult with the applicants and provide or arrange suitable accommodation. We notify successful applicants of policies for accommodating employees with disabilities when making offers of employment.

We notify staff that support is available for those with disabilities as soon as practicable after they begin their employment.

We provide updated information to employees whenever there is a change to existing policies on the provision of job accommodation that take into account an employee's accessibility needs due to a disability.

We will consult with employees when arranging for the provision of suitable accommodation in a manner that takes into account the accessibility needs due to disability.

We will consult with the person making the request in determining the suitability of an accessible format or communication supports specifically for:

- Information that is needed in order to perform the employee's job; and
- Information that is generally available to employees in the workplace.

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency. With the employee's consent, we will provide workplace emergency information to a designated person who is assisting that employee during an emergency.

We will provide the information as soon as practicable after we become aware of the need for accommodation due to the employee's disability.

We will review the individualized workplace emergency response information:

- When the employee moves to a different location in the organization;
- When the employee's overall accommodations needs or plans are reviewed; and
- When the employer reviews its general emergency response policies.

Review of Policy

This policy will be reviewed by the Human Resources and Compensation Committee triennially, at least, and ad hoc, as needed.