



**Ayr Farmers  
Mutual**  
Insurance Company

Multi-Year Accessibility  
Plan  
2023-2027

## **Statement of Commitment**

Ayr Farmers Mutual Insurance Company 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.

## **Summary**

This report has been prepared in order to meet the obligations of the Provincial accessibility legislation. It is the 2023-2027 Multi-year Accessibility Plan for Ayr Farmers Mutual Insurance Company and will be referred to as the AFMAP (Ayr Farmers Mutual Accessibility Plan) throughout this document.

## **Introduction**

The AFMAP highlights accessibility initiatives that were undertaken since the Customer Standard was introduced as well as proposed initiatives for 2023 through 2027. The goal of the AFMAP is to identify practices, procedures, policies, and other services that have been or are to be reviewed for compliance with required Provincial Legislation.

## **Public Access to the AFMAP**

Legislation requires that accessibility plans be made available to the public. The 2023-2027 Multi-year Accessibility Plan will be made available on the Ayr Farmers Mutual website at [www.ayrmutual.com](http://www.ayrmutual.com). It will also be provided to anyone upon request. Copies can also be requested in accessible formats and will be delivered in a timely manner.

## **Staff Contacts**

The following staff members co-ordinate and oversee Ayr Farmers Mutual's (AFM) accessibility efforts and may be contacted for additional information related to the AFMAP.

### Employment Standards

Chantelle Sigurdson  
Chief People Officer  
1-800-265-8792 ext. 230

### Communication Requirements

Annie Knight  
Manager of Marketing & Communications  
1-800-265-8792 ext. 802

### Building Requirements

Jeff Whiting  
President & CEO  
1-800-265-8792 ext. 206

### Information Requirements

Peter Gilbert  
Chief Information Officer  
1-800-265-8792 ext. 228

## **Current Accessible Activities**

### Accessibility Policy

Ayr Farmers Mutual will continue to maintain policies governing how we achieve accessibility requirements.

### Company Communications – Alternate Formats

Information is provided in alternative formats upon request. When the Company is unable to produce a document in an accessible format, an AFM team member will act as a communication support.

### Accessible Building Features

Automatic door openers are available on the doors at the main entrance. Barrier free washrooms are located on both levels of our building and a list is available to the upper floor.

### Website Accessibility

AFM's website conforms to WCAG 2.0 Level AA (excluding live captioning and audio description).

### Accessible Parking

AFM maintains accessible parking spaces at our facility. These spots are located closest to the building and are repainted on an annual basis to ensure maximum visibility.

### AODA Training

All new AFM team members continue to complete AODA Accessible Customer Service Training that provides a certificate of completion once the training successfully concludes.

A copy of the Accessibility for Ontarians with Disabilities Policy is posted on our internal Intranet and is reviewed as part of employee orientation. Training will be updated and provided on an ongoing basis as needed.

### Accessible Emergency Information

AFM will provide employees with disabilities an individualized emergency response plan whenever necessary.

New team members are provided the opportunity to request an individualized emergency response plan during the orientation process.

### Employment

AFM is committed to fair and accessible employment practices. Job postings and advertisements will inform potential candidates that accommodation is available in the hiring process. We will take every reasonable step to provide accommodation.

### Feedback

AFM receives and responds to accessibility feedback through its website as well as through forms available at Reception.

### Design of Public Spaces

AFM will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces, which include:

1. Recreational trails/beach access routes
2. Outdoor public eating areas like rest stops or picnic areas
3. Outdoor play spaces, like playgrounds in provincial parks and local communities
4. Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals
5. Accessible street parking
6. Service-related elements like service counters, fixed queuing lines and waiting areas

## **Accessibility Initiatives**

### 2023 Accessibility Initiatives

AODA refresher training is to be completed by all team members over the summer of 2023. Anyone who has completed the training within the past 6 months will not be required to complete the refresher training. Records will be kept of all training provided, including the dates in which the training was completed.

AFM will file its required accessibility report by December 31, 2023.

### 2024 Accessibility Initiatives

Review and update recruitment, hiring, and onboarding practices to be more inclusive and to accommodate employees with disabilities.

Review the process for Policyholders to provide feedback on accessibility and make improvements as necessary.

### 2025 Accessibility Initiatives

Conduct an accessibility audit of our physical facilities.

Create and communicate emergency evacuation plans that take into account the needs of individuals with disabilities.

### 2026 Accessibility Initiatives

Establish a formal process for accommodating employees and customers with disabilities.

### 2027 Accessibility Initiatives

Annual Review of the Accessibility plan with status updates to be posted on the company website.

Stay updated on AODA standards and regulations to ensure full compliance with any new requirements as they arise.

## **Monitoring**

Ayr Farmers Mutual will regularly assess progress towards accessibility goals and compliance efforts. We will review and update our accessibility plan as needed to reflect changes in legislation.

## **Feedback**

We welcome feedback on our accessibility plan and barriers to accessibility. A Feedback form is available on our website, or please contact:

Stephanie Hastings  
Manager of Compliance & Customer Experience  
1-800-265-8792 ext. 394

By following this plan, Ayr Farmers Mutual aims to create an inclusive and accessible environment for all stakeholders, in accordance with the requirements of Regulation 191/11, Section 4(1) of the AODA.