



## **Sonnet Insurance accessibility plan**

### **Introduction**

At Sonnet, we strive to meet the needs of our customers, partners, and employees with disabilities, and are actively working to remove and prevent barriers to accessibility.

We are committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act (AODA), 2005. This multi-year accessibility plan outlines the steps Sonnet has taken, and is taking, to meet those requirements, and to create or improve opportunities for people with disabilities.

### **Achievements to remove and prevent barriers**

The following represents a summary of the accessibility initiatives Sonnet has completed up to and including December 31, 2017.

#### **Customer service**

Sonnet is committed to ensuring our customer service policies and practices meet or exceed the Customer Service Standard established by the AODA. We have done this by:

- Providing appropriate and timely training to all necessary persons that is aligned with the requirements of the accessibility standards referred to in the Integrated Accessibility Standards Regulation (IASR), and continuing to provide training on the AODA as it pertains to persons with disabilities. Appropriate records of training are maintained.
- Establishing processes for customers to provide feedback or request an accommodation through all channels including telephone, TTY service, email, and post. Through these processes, we have received customer requests to supply alternative formats and have worked with those customers to provide solutions that meet their needs in a timely fashion.

#### **Information and communication**

Sonnet is committed to ensuring we meet or exceed the communication and information requirements of people with disabilities. We have done this by:

- Introducing a digital accessibility specialist role responsible for ensuring all external digital messaging is rigorously tested to comply with the WCAG 2.0 A standard or better

- Conducting ongoing, extensive testing using assistive technology devices on all digital properties to confirm compliance
- Identifying gaps in the WCAG Level A requirements and establishing an internal standard for all Sonnet digital properties that exceeds the compliance requirements to deliver an experience that is accessible to all users. To address these gaps we have incorporated the following additional WCAG 2.0 Level AA criteria:
  - 2016 — Colour contrast requirements for web and digital messaging
  - 2016 — Focus position is identified on all interactive controls
  - 2016 — Resize text 200% without reflow issues
  - 2016 — Images of text all have alternative text relayed through screen reader
  - 2016 — Multiple ways of finding content on digital properties (increased to three ways rather than the AA required two)
  - 2016 — Descriptive headings and labels
  - 2016 — Consistent navigation
  - 2016 — Error prevention (legal, financial, data)
- Conducting internal training sessions as required for developers, designers, and content creators on meeting WCAG 2.0 Level A compliance and our internal AA criteria
- Conducting third-party accessibility audits and user testing on external digital properties when new sites are launched
- Acquiring automated accessibility testing and reporting tool for our web properties
- Curating an extensive library of accessibility requirements, samples, and tools for development and content creation teams to reference and review

## Training

Sonnet is committed to ensuring our standards for accessibility training are in full compliance with applicable regulations. We have done this by:

- Mandatory AODA training for all new employees
- Transitioning our eLearning authoring tools for employee and partner audiences to one that allows HTML output, removing a dependency on Flash-based content (net new eLearning content is created using accessible technologies)
- Documenting barriers in our current state of training platform and materials against accessibility requirements and developing a roadmap for remediation
- Developing a learning module for customer-facing roles to address specific accommodation requests

## Employment

Sonnet is committed to being an inclusive and accessible employer. We have done this by:

- **Workplace emergency response information** — Individual workplace emergency response plans have been developed, documented, and implemented for employees with disabilities.
- **Recruitment** — Open positions are posted on Sonnet.ca and include notice of the availability of accommodation for applicants with disabilities in the recruitment process. In addition, applicants are notified when they are called for an interview about the availability of recruitment-related accommodations during the selection process.
- **Informing employees of support available** — Sonnet advises potential employees of supports available during the offer process and is outlined in our employment offer letter. Updated information on accommodations policies is provided to employees when changes occur.
- **Individual accommodation plans** — On request, we will consult with an employee with a disability to create an individual accommodation plan to determine which accessible formats or communication supports they require to perform the duties of their job. The plan will cover:
  - Providing individual accommodation plans in a format that meets the needs of the employee
  - Individualized workplace emergency response information, if required
  - Regular review and updates to the individual accommodation plan, where required
  - Return to work process to ensure successful re-integration to their role
  - Privacy considerations
- **Performance management, career development, advancement, and redeployment** — When undertaking performance management, and providing career development and advancement opportunities to employees with disabilities, we will take into account the accessibility needs as well as individual accommodation plans (where they are in place). We will also regularly review and update our internal people practices and procedures.

## Procurement

Sonnet is committed to ensuring our procurement processes prevent barriers to accessibility. We have done this by:

- 2017 — Procurement and selection of third party digital tools must meet accessibility compliance requirements.

## Other

- 2017 and beyond — Business continuity and disaster recovery plans are in place to address the needs of our customers, partners, and employees with disabilities during times of service disruption.
- 2017 — Launched an Accessibility Advisory Committee to review accessibility compliance efforts.
- 2017 — Established a Diversity and Inclusion Advisory Committee and two employee resource groups.

## **Future strategies and actions**

The following represents a summary of the accessibility initiatives Sonnet is committed to pursuing in 2018 and beyond.

### Customer service

Sonnet is committed to providing ongoing accessible customer service, providing goods and services to people with disabilities with the same high quality and timeliness as others.

- 2018 — All employees must complete the AODA training course within their first month of employment.
- 2018 — Sonnet will introduce a training course specifically for customer service representatives, focusing on interacting with customers with diverse needs.

### Information and communications

Sonnet is committed to making our information and communications accessible to people with disabilities.

- 2018 and beyond — Sonnet is committed to delivering digital properties which meet or exceed WCAG 2.0 Level A requirements. Additionally, any significant, net new changes to our web properties will be designed and developed to meet WCAG 2.0 Level AA compliance in advance of the January 2021 deadline.
- 2018 — Document accessibility will be incorporated at the asset design phase.
- 2018 — Automated accessibility reporting will be incorporated and integrated within development and design workflows

## **Training**

Sonnet is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

- 2018 and beyond — All employees will continue to be required to complete the AODA training module
- 2018 — Review the current employee training portal for accessibility compliance
- 2018 — Addition of a customer service representative specific training module available to employees related to interacting with users with diverse needs
- 2018 — Finalize internal accessibility review process for developing accessible learning assets
- 2018 — Selection of alternate training platform solution that provides a more robust accessible experience for all employees
- 2018 and beyond — New eLearning content will be created using accessible technologies

## **Employment**

Sonnet is committed to fair and accessible employment practices.

## **Procurement**

Sonnet is committed to ensuring our procurement processes include accessibility checkpoints for all digital and physical products and services where applicable.

- 2018 and beyond — Procurement for digital solutions will incorporate accessibility requirements as an integrated step in the sourcing and selection processes.

## **Design of public spaces**

Sonnet continues to meet accessibility laws when building or making major changes to public spaces.

- 2017 — Procedures are being developed to prevent service disruptions to the accessible parts of our public spaces.

## For more information

For more information on this accessibility plan, please contact us at:

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- TTY (Quebec): 1-800-361-6476
- Email: [accessibility@sonnet.ca](mailto:accessibility@sonnet.ca)

You can also submit your comments through our website or our social media channels:

- Website: [sonnet.ca](http://sonnet.ca)
- LinkedIn: [linkedin.com/company/sonnet-insurance](https://www.linkedin.com/company/sonnet-insurance)
- Twitter: [twitter.com/sonnetinsurance](https://twitter.com/sonnetinsurance)

Standard and accessible formats of this document are available on request from [accessibility@sonnet.ca](mailto:accessibility@sonnet.ca).