

Integrated Accessibility Standards Overview

Introduction

In 2005, the government of Ontario passed the *Accessibility for Ontarians with Disabilities Act (AODA)*. The goal of the AODA is to remove barriers and make Ontario an accessible province for persons with disabilities. To help public, private and not-for-profit organizations identify, prevent and remove barriers to accessibility, the AODA sets out specific accessibility standards in five areas:

- Customer Service
- Information and Communications
- Employment
- Transportation (not applicable to Manulife)
- Built Environment

The accessibility standard for customer service has been implemented by Manulife, resulting in a comprehensive training program for our employees to ensure the delivery of products and services to persons with disabilities that are consistent with the principles of dignity, independence, integration and equal opportunity.

The Information and Communications, Employment, and Transportation standards have now been enacted as Ontario Regulation 191/11: the Integrated Accessibility Standards. These standards are to be phased in over time, using a multi-year accessibility plan. The standard for the Built Environment, as it applies to facilities, is still in development.

Commitment to Accessibility

Manulife supports the intent of the AODA and its goal of achieving accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodations, employment, buildings, structures and premises by January 1, 2025.

Manulife is committed to achieving accessibility. In recognizing that the AODA obligations are far-reaching with varying levels of responsibility, we have taken a strategic approach to implementation by establishing a Steering Committee and Working Group. The Steering Committee is comprised of senior leaders, representing all areas of our organization and is responsible to ensure the goals of our multi-year accessibility plan are achieved. The Working Group is comprised of representatives from appropriate areas within the company and reports into the Steering Committee.

The multi-year accessibility plan is our framework to identify and eliminate barriers for persons with disabilities, and support the AODA requirements and initiatives. The plan will be reviewed by the Steering Committee every five years and updated as Manulife achieves the requirements of the plan.

Links:

[Accessible Customer Service for Ontarians with Disabilities Policy](#)

[Integrated Accessibility Standards Policy](#)

[Multi-Year Accessibility Plan](#)

To obtain these documents in an alternate format, please contact accessibility@manulife.com or **1-855-891-8671**.

