

Pleora Technologies' Multi-Year Accessibility Plan 2012 – 2025

Accessibility for Ontarians with Disabilities Act (AODA), 2005

Ontario Regulation 191/11 – Integrated Accessibility Standards Regulations

(Information and Communications, and Employment)

Multi-Year Accessibility Plan 2012- 2025

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Introduction

In 2005, the Ontario Government passed the Accessibility for Ontarians with Disabilities Act (AODA) to make Ontario accessible by 2025.

Accessibility standards have been created as part of AODA. These standards are rules that businesses and organizations in Ontario need to follow to identify, remove and prevent barriers so that people with disabilities have more opportunities to participate in everyday life.

This multi-year accessibility plan outlines our steps in identifying and removing barriers for people with disabilities under the Integrated Accessibility Standards Regulation for Information and Communications and Employment.

Statement of Commitment

Pleora Technologies (Pleora) is committed to providing a welcoming, accessible, and inclusive environment that is respectful of the dignity and independence of all including people with disabilities and in a manner which takes into account a person's disability, embodying the principles of integration and equal opportunity.

Pleora is committed to becoming a barrier free environment and meeting the requirements of all existing legislation and its own policies and goals related to identifying, removing and preventing barriers to people with disabilities that might interfere with their ability to interact with Pleora.

Pleora is committed to, and will strive to ensure that, the Accessibility for Ontarians with Disabilities Act (AODA), 2005, its regulations and integrated standards are observed in a timely fashion.

To obtain this document in an alternate format, please contact the Human Resources at 613-270-0625 or hr@pleora.com.

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Accessibility for Ontarians with Disabilities Act (AODA), 2005 – Ontario Regulation 191/11 Integrated Accessibility Standards Regulations (IASR)

Customer Service Standard					
Compliance Date	Ontario Regulation 429/07	Description	Action	Status	Target Completion Date
January 1, 2012	Section 3	Create a Customer Service Policy <ul style="list-style-type: none"> Establish policies and procedures governing the provision of its goods or services to persons with disabilities Prepare one or more documents describing policies, practices and procedures and, upon request, shall give a copy of a document to any person 	<ul style="list-style-type: none"> Develop a Customer Service policy that includes how Pleora will respond to clients/customers with disabilities and post on website Provide any client/customer with accessible formats of documents upon request 	Complete	December 31, 2014
January 1, 2012	Section 6	Training Ensure that the following persons receive training about the provision of its goods or services to persons with disabilities: <ul style="list-style-type: none"> Every employee, agent, volunteer or otherwise who deals with members of the public or other third parties on behalf of the provider. Every person who participates in developing the provider’s policies, practices and procedures. 	<ul style="list-style-type: none"> Train all staff on the customer service policy and how they should interact with clients/customers that have a disability Training is incorporated into the new-hire orientation program 	Complete	January 30, 2015
January 1, 2012	Section 7	Feedback <ul style="list-style-type: none"> Establish a process for receiving and responding to feedback about the manner in which it provides goods or services to persons with disabilities and shall make information about the process readily available to the public 	<ul style="list-style-type: none"> Develop a feedback process for customer service and make this information available to the public (post on website) 	Complete	December 31, 2014

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Part 1 – General Requirement- IASR					
Compliance Date	IASR Section	Description	Action	Status	Target Completion Date
January 1, 2014	Section 3	Establishment of Accessibility Policies <ul style="list-style-type: none"> Develop, implement & maintain policies to describe how to meet the requirements of the regulation and achieve accessibility Make the document available to the public 	<ul style="list-style-type: none"> Prepare and approve an accessibility policy Develop a strategy to communicate the policies to the employees and any representative of Pleora Technologies Post policy on company website 	Complete	December 31, 2014
January 1, 2014	Section 4	Accessibility Plans <ul style="list-style-type: none"> Establish, implement, maintain and update a multi-year accessibility plan Document the plan and make it available to the public 	<ul style="list-style-type: none"> Prepare a multi-year accessibility plan Post plan on company website Provide plan in an alternate format upon request Review plan once every 5 years 	Complete	December 31, 2014
January 1, 2015	Section 7	Training <ul style="list-style-type: none"> Train relevant members of staff of their responsibility to meet the expectations of this policy Must keep a record of the number of participants trained, and the dates that the training was provided 	<ul style="list-style-type: none"> Prepare training module for Information and Communication and Employment Standards as well as the Human Rights Code as it pertains to persons with disabilities Train all employees, consultants and representatives and persons who participate in developing Pleora Technologies policies, all other persons who provide goods or services on behalf of Pleora Technologies and appropriate employees whose duties interact with employment and/or information and communication requirements of the legislation. Training is incorporated into the new-hire orientation program Training records will be kept to demonstrate compliance 	Complete	January 30, 2015

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Part 2 – Information and Communications Standard					
Compliance Date	IASR Section	Description	Action	Status	Target Completion Date
January 1, 2016	Section 12	Accessible Formats and Communication Supports <ul style="list-style-type: none"> • Upon request provide or arrange for the provision of accessible formats & communication supports in a timely manner at a cost that is no more than the regular cost charged to other persons • Consult with the person making the request in determining the suitability of an accessible format or communication supports • Notify the public about the availability of accessible formats and communication supports 	<ul style="list-style-type: none"> • On request, determine options for alternate formats required to support the person with a disability • The Pleora website identifies contact information and process for requesting any special accommodation <ul style="list-style-type: none"> ○ Email, HR@pleora.com ○ Telephone number- 613-270-0625 	Complete	January 1, 2016
January 1, 2014	Section 14	Accessible Websites and Web Content <ul style="list-style-type: none"> • Make new internet websites and web content conform with the World Wide Web (WWW) Consortium Web Content Accessibility Guidelines (WCAG) 2.0 to initially Level A and increasing to Level AA 	<ul style="list-style-type: none"> • Going forward, all new internet websites will be designed to conform to WCAG 2.0 Level A • Increasing to Level AA by 2021 	Complete In progress	January 30, 2015 until January 1, 2021

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Part 3 – Employment Standards					
Compliance Date		Description	Action	Status	Target Completion Date
January 1, 2016	Section 22	Recruitment General <ul style="list-style-type: none"> Notify employees and the public about the availability of accommodations for applicants with disabilities in the recruitment process 	<ul style="list-style-type: none"> Pleora will notify applicants of its commitment to providing accommodation for persons with disabilities through the job postings and other recruitment advertising made available to the public 	Complete	January 1, 2016
January 1, 2016	Section 23	Recruitment, Assessment or Selection Process <ul style="list-style-type: none"> Notify applicants when selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used If a request is submitted, Pleora will consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant’s accessibility needs due to disability 	<ul style="list-style-type: none"> Pleora will review the selection and assessment tools used and ensure that alternate formats are available on request. When applicants are invited to participate in a selection or assessment process, they will be notified that accommodations will be made for disabilities. This will be communicated verbally and in writing by email and telephone using a standard script Upon request by the applicant, he/she will be consulted to determine suitable accommodation and/or communication supports to be provided by Pleora 	Complete	January 1, 2016
January 1, 2016	Section 24	Notice to successful Applicants <ul style="list-style-type: none"> Notify the successful applicant of its policies for accommodating employees with disabilities during the offer process 	All employment offers include Pleora’s Employee Handbook which contains a full section dedicated to AODA	Complete	January 1, 2016

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Compliance Date		Description	Action	Status	Target Completion Date
January 1, 2016	Section 25	Informing Employees of Supports <ul style="list-style-type: none"> Inform employees of its policies used to support employees with disabilities including the provision of job accommodations Provide the information to new employees as soon as practicable upon hire Provide updated information to all employees when there is a related change 	<ul style="list-style-type: none"> During orientation the employee will be given a “<i>Voluntary Self-Identification of Disability Requiring Accommodation</i>” form which will provide them the opportunity to request accommodation due to a disability in order to perform the duties and responsibilities of the job Bi-annually, all Pleora employees will be provided with the “<i>Voluntary Self-Identification of Disability Requiring Accommodation</i>” form to complete 	Complete	January 1, 2016
January 1, 2016	Section 26	Accessible Formats and Communication Supports for Employees <ul style="list-style-type: none"> Consult with the employee to provide or arrange for the provision of accessible formats and communication supports for: <ul style="list-style-type: none"> information that is needed to perform the employee’s job information that is generally available to employees in the workplace Consult with the employee making the request on suitable format or support 	<ul style="list-style-type: none"> Pleora will determine, by consulting with the employees, their needs for accessible formats and communication supports for employees with disabilities Pleora will arrange for the provision of formats and supports. Such supports may include screen reader software, audio, large print etc. Bi-annually, all Pleora employees will be provided with the “<i>Voluntary Self-Identification of Disability Requiring Accommodation</i>” form to complete 	Complete	January 1, 2016

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Compliance Date		Description	Action	Status	Target Completion Date
January 1, 2012	Section 27	<p>Workplace Emergency Response Information</p> <ul style="list-style-type: none"> • Provide individualized workplace emergency response information to employees with disability • If an employee who receives individualized workplace emergency response information requires assistance and with the employee’s consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee • Review the individualized workplace emergency response information <ul style="list-style-type: none"> - when the employee moves to different locations - when the employee’s overall accommodations needs or plans are reviewed - when employer reviews its general emergency response policies 	<ul style="list-style-type: none"> • Pleora will communicate to employees that Individualized Emergency Response Information plans will be prepared and documented for employees with disabilities on request • Bi-annually, all Pleora employees will be provided with the <i>Emergency Evacuation: “Voluntary” Self-Identification of a Disability</i> form to complete 	Complete	December 31, 2014

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Compliance Date		Description	Action	Status	Target Completion Date
January 1, 2016	Section 28	<p>Documented Individual Accommodation Plans</p> <ul style="list-style-type: none"> • Have a written process for development of documented individual accommodation plans for employees with disabilities, which include: <ul style="list-style-type: none"> - the manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan - the means by which the employee is assessed on an individual basis - the manner in which the employer can request an evaluation by an outside medical or other expert at the employer’s expense - the steps taken to protect the privacy of the employee’s personal information - the frequency with which the individual accommodation plan will be reviewed and updated - if an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee - the means of providing the individual accommodation plan in a format that takes into account the employee’s accessibility needs due to disability • If required, the individual accommodation plans shall include any information regarding accessible formats and communications supports provide, individualized workplace emergency response information and any other accommodation that is to be provided 	<ul style="list-style-type: none"> • Implement process for developing accommodation plans • Pleora and the employee will determine any needs for individual accommodation plans • Upon request, Pleora, using our standard process lead by HR, in collaboration with the manager and employee, will prepare and document the individual accommodation plan • Bi-annually, all Pleora employees will be provided with the “<i>Voluntary Self-Identification of Disability Requiring Accommodation</i>” form to complete 	Complete	January 1, 2016

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Compliance Date		Description	Action	Status	Target Completion Date
January 1, 2016	Section 29	Return to Work Process <ul style="list-style-type: none"> Develop a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work Document the process The process shall outline the steps the employer will take to facilitate the return Use individual documented accommodation plans as part of the process 	<ul style="list-style-type: none"> Return to Work process developed and documented When the need arises, a return to work-plan will be created and implemented which includes a <i>Developing the Individual Accommodation Plan</i> form to be completed by the employee 	Complete	January 1, 2016
January 1, 2016		Performance Management <ul style="list-style-type: none"> Take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans when using performance management process in respect of employees with disabilities 	<ul style="list-style-type: none"> When conducting performance reviews and undergoing performance management, Pleora Technologies will ensure that employees who have self-identified with disabilities and their individual accommodation plans are taken into account 	Complete	January 1, 2016
January 1, 2016		Career Development and Advancement <ul style="list-style-type: none"> Take into account the accessibility needs of employees with disabilities as well as any individual accommodation plans when providing career development and advancement to employees with disabilities 	<ul style="list-style-type: none"> When considering career development and advancement for employees with disabilities, Pleora Technologies will take into consideration the employee's disability to ensure equal opportunity is offered. 	Complete	January 1, 2016

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Compliance Date		Description	Action	Status	Target Completion Date
January 1, 2016	Section 32	Redeployment <ul style="list-style-type: none"> Take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans when redeploying employees with disabilities 	<ul style="list-style-type: none"> Pleora will review existing redeployment processes for employees with disabilities When considering redeployment for employees with disabilities, Pleora Technologies will take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans 	Complete	January 1, 2016