

Pleora Technologies Multi-Year Accessibility Plan 2012 – 2025

Accessibility for Ontarians with Disabilities Act (AODA), 2005
Ontario Regulation 191/11 – Integrated Accessibility Standards
(Information and Communications and Employment)

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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 VP, Human Resources at 613-270-0625 or hr@pleora.com

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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 staff on the customer service policy and how they should interact with clients/customers that have a disability. 	In process	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					
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 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 records will be kept to ensure compliance 	In Progress	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 Make arrangements for the provision of an accessible format 	In Progress	January 1, 2016
January 1, 2014 January 1, 2021	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. Make all existing and new internet websites and web content conform with WCAG 2.0 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 and increasing to Level AA by 2021. Related departments and managers will be informed of their responsibility to ensure website compliance under this requirement that all websites and content comply to WCAG Level AA by 2021. 	In Progress	January 30, 2015 Ongoing 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 accommodations for persons with disabilities through the job postings made available to the public 	In Progress	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 may be communicated in writing by email, or verbally by telephone. If requested by the applicant, he/she will be consulted to determine suitable accommodations and/or communication supports to be provided by Pleora. 	In Progress	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 offer process 	<ul style="list-style-type: none"> Pleora will review its standard Employment Contract(s) and ensure it contains statements about the company policies for accommodating employees with disabilities When extending an offer, Pleora will notify the successful applicant of the company policies for accommodating employees with disabilities 	In Progress	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"> Pleora will provide new employees with orientation training on these policies including provision of job accommodations for disabilities Pleora will communicate to all employees that accommodation or supports are available to employees with disabilities 	In Progress	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 employee re 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. 	In Progress	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 	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 manner in which the employee can request the participation of a representative from their bargaining agent - 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"> • Pleora will determine any needs for individual accommodation plans • Pleora will prepare and document the individual accommodation plans and make accessible on request 	In Progress	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"> When the need arises, a return to work process will be developed and documented for employees who have been absent from work due to a disability and require disability related accommodations in order to return to work 	In progress	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 with disabilities and their individual accommodation plans are taken into account 	In progress	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 employees disability to ensure equal opportunity is offered 	In progress	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	In Progress	January 1, 2016