



SIM Group

ACCESSIBILITY POLICY AND MULTI-YEAR ACCESSIBILITY PLAN **ONTARIO**

Statement of Commitment

SIM Group of Companies (the “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, 2005 (AODA).

This Multi-year Accessibility Plan outlines the policies and actions that the Company will put in place to improve opportunities for people with disabilities. This plan will be reviewed and modified on an annual basis to reflect the Company’s accomplishments in improving accessibility and to maintain compliance with the Integrated Accessibility Standards Regulation (IASR). The plan is available on the Company’s internal and external websites and internal bulletin boards.

Accessible Emergency Information

The Company is committed to providing the public with available emergency information in an accessible way upon request. Employees with disabilities are also provided with individualized emergency response plan and information.

Status: Completed

Customer Service Accessibility

The SIM Group of Companies (the “Company”) are committed to excellence in serving all customers including people with disabilities. The Company has put into place a Customer Service Accessibility Policy as required by the AODA.

The Company has developed and put into place an Accessibility Standard for Customer Service Plan that:

- Allows assistive devices in the workplace
- Considers a person’s disability when communicating
- Allows service animals in areas of the premises that are open to the public
- Welcomes support persons
- Informs the public when accessible services are not available
- Welcomes feedback by telephone, writing, email or in person.

The Company has made the Accessibility Standard for Customer Service Plan available to the public and staff by posting it on our company bulletin boards, internal and external website. The Policy is also available in accessible format upon request. The Company has trained employees that deal with the public on the policy and will train new employees.

Status: Completed

Training

The Company will provide training to employees, interns and independent contractors on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, interns and independent contractors.

The Company will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws by **January 1, 2015**:

- Train all HR staff on IASR requirements that apply to the Company and requirements by the Ontario Human Rights Code when related to persons with a disability.
- Train all employees, interns and independent contractors as appropriate to their duties on the requirements of the Regulation and on the Human Rights Code as it pertains to persons with disabilities.
- Train employees involved in developing Company policies.

Status: Completed/Ongoing

INFORMATION AND COMMUNICATIONS STANDARD

The Company is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

Feedback

The Company will ensure that our current feedback processes are accessible to persons with disabilities by providing accessible formats and communications supports, upon request. When an accessible format is requested we will consult with the person to determine suitability of format.

The feedback process has been made available on the Company's website and internal office bulletin board.

Status: Completed

Accessible Information

The Company will take the following steps to ensure all publicly available information is made accessible upon request by **January 1, 2016**.

- We will respond to requests in a timely manner
- When a request is made we will consult the person and take into account the person's accessibility needs appropriate to their disability
- We will have a process in place for people to be provided with information and communication in an accessible format and we will explain in writing when an accessible format is not feasible and why
- We will inform staff who may receive requests for accessible information on how to obtain accessible formats
- We will notify the public about the availability of accessible formats and communication supports via external and internal websites and Company bulletin boards

Status: Ongoing

Website

The Company has taken steps to make all new websites and content on those sites conform with WCAG 2.0, Level A by **January 1, 2014**.

The Company will take steps to ensure compliance is incorporate into the Company's website project management and that all websites and content conform with the WCAG 2.0 Level AA by January 1, 2021:

Status: Completed/Ongoing

EMPLOYMENT

The Company is committed to identifying, removing and preventing barriers with regards to employment by evaluating existing policies and procedures in the workplace.

Recruitment

IASR Compliance date: January 1, 2016

The Company is committed to equal opportunity employment and welcomes all applicants. We will promote employment opportunities for the designated groups including persons with disabilities.

The Company is committed to fair and accessible employment practices. We will take the following steps to notify the public and staff that, when requested, the Company will accommodate people with disabilities during the recruitment and assessment processes and when people are hired:

- Let staff and the public know that we will accommodate disabilities during the recruitment and assessment processes upon request
- If an applicant requests accommodation, we will consult with them to make arrangements to accommodate their needs.
- We will notify new hires of our policies for accommodating employees with disabilities.

The Company will ensure employees know of its policies used to support its employees with disabilities and will update employees whenever there is a change made to existing policies.

Status: Completed/Ongoing

The Company will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability by **January 1, 2016**:

- We will develop individual accommodation and return to work plans for employees that are returning to work after being absent due to a disability
- We will develop individual accommodation plans if the returning employee requires some form of disability-related accommodation

Status: Completed/Ongoing

The Company will take the following steps to ensure the accessibility needs of employees with disabilities needs are taken into account if the Company is using performance management, career development and redeployment processes.

- Make performance management accessible by reviewing an employee's accommodation plan to understand their needs
- Provide documents in accessible formats, such as large print
- We will train managers and supervisors to provide feedback and coaching to employees in a way that is accessible to them.
- Consider what accommodations the employee will need and how to help employees with disabilities when considering career developments
- Consider how to help employees with disabilities succeed in our organization

Status: Completed/Ongoing

The Company will take steps to prevent and remove other accessibility barriers identified by clients, guests and employees as required and when requested.

Status: Ongoing

Design of Public Spaces

The Company will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces would include:

- Service related areas such as service counters, waiting areas and reception
- Staff eating areas/lunch room

The Company will put procedures in place to prevent service disruptions to its accessible parts of its public spaces.

In the event of a service disruption, we will notify the public of the service disruption and alternatives available.

For more information

For more information on this accessibility plan, please contact **Caroline Gibb** at:

- Phone: 1-800-461-0037
- Email: carolinegibb@psps.com

Accessible formats of this document are available free upon request.