

# **PORTFOLIO+ INCORPORATED**

## **MULTI-YEAR ACCESSIBILITY PLAN**

### **2012-2025**

This Multi-Year Accessibility Plan outlines the actions under the Integrated Accessibility Standard Regulation (IASR) that Portfolio+ Inc. will undertake to improve the opportunities for people with disabilities. The actions are outlined in the chart below.

## Part 1: General – s.3, s.4, s.7

AODA Standards / Regulation Reference O. Reg.191/11, s. 3	I: Accessibility Policies <span style="float: right;">Deadline: January 1, 2013</span>		
	DELIVERABLES	RESPONSIBILITY	STATUS
Establish an accessibility policy	Accommodation Based on Disability, Return to Work, and Accessible Customer Service - all policies completed and released to all employees.	Human Resources	Implemented
AODA Standards / Regulation Reference O. Reg.191/11, s. 4	I: Multi- Year Accessibility Plan <span style="float: right;">Deadline: January 1, 2013</span>		
	DELIVERABLES	RESPONSIBILITY	STATUS
Establish multi-year accessibility plan	Created plan and will be submitting for final approval. Upon approval, plan will be posted to our website and made available in accessible formats when requested. The plan will be updated at least once every 5 years.	Human Resources, CEO and Marketing	Implemented
AODA Standards / Regulation Reference O. Reg.191/11, s. 7	I: Training <span style="float: right;">Deadline: January 1, 2015</span>		
	DELIVERABLES	RESPONSIBILITY	STATUS
Provide training on accessibility standards and Human Rights Code	<p>Training on Portfolio+ Inc. commitment to accessibility and portions of the Human Rights code dealing with Disabilities is administered to all current Portfolio+ Inc. employees and all new hires.</p> <p>A record of all training provided is kept.</p>	Human Resources	Implemented

## Part II: Information and Communication Standards – s.11, s.12, s.14

AODA Standards / Regulation Reference O. Reg.191/11, s. 11	II: Feedback Process <span style="float: right;">Deadline: January 1, 2015</span>		
	DELIVERABLES	RESPONSIBILITY	STATUS
Ensure feedback processes are accessible	Any feedback forms being issued by Portfolio+ Inc. must be made available in accessible formats upon request.	Human Resources and Marketing	Implemented
AODA Standards / Regulation Reference O. Reg.191/11, s. 12	II: Accessibility Formats and Communication Supports <span style="float: right;">Deadline: January 1, 2016</span>		
	DELIVERABLES	RESPONSIBILITY	STATUS
Provide accessible formats and communication supports	<p>Accessible formats and communications that are requested by clients/employees/vendors will be provided at no additional cost and within a reasonable amount of time to the requesting individual.</p> <p>The public will be made aware of the availability of these accessible formats through our statement and policy on the website.</p>	Human Resources and Marketing	Implemented
AODA Standards / Regulation Reference O. Reg.191/11, s. 13	II: Accessibility Formats and Communication Supports <span style="float: right;">Deadline: January 1, 2016</span>		
	DELIVERABLES	RESPONSIBILITY	STATUS
Ensure emergency information is available in accessible formats	Any publicly available emergency information will be provided in an accessible format upon request.	Human Resources and Marketing	Implemented

### Part III: Employment Standards – s.22, s.23, s.24, s.25, s.26, 27, 28, 29, 30, 31, 32

AODA Standards / Regulation Reference O. Reg.191/11, s. 22	III: Recruitment, General <span style="float: right;">Deadline: January 1, 2014</span>		
	DELIVERABLES	RESPONSIBILITY	STATUS
Notify about accommodation in recruitment process	Prospective applicants are advised of the availability of accommodations through the careers section of the website.  Information is included on each of our online job ads indicating that we will accommodate all applicants.	Human Resources and Marketing	Implemented
AODA Standards / Regulation Reference O. Reg.191/11, s.23	III: Recruitment, General <span style="float: right;">Deadline: January 1, 2014</span>		
	DELIVERABLES	RESPONSIBILITY	STATUS
Notify applicants selected that accommodations are available upon request	Selected applicants are advised of the availability of accommodations through the confirmation email we send upon scheduling an interview.	Human Resources	Implemented
Provide suitable accommodation	Applicants with disabilities will receive suitable accommodations upon request.	Human Resources	Implemented
AODA Standards / Regulation Reference O. Reg.191/11, s. 24	III: Notice to Successful Applicants <span style="float: right;">Deadline: January 1, 2014</span>		
	DELIVERABLES	RESPONSIBILITY	STATUS

Notify successful applicants of policies for accommodating employees with disabilities	All successful applicants are advised of the Accessibility for Persons with Disabilities Policy.	All offer letters to employees include reference to our policies and procedures related to accessibility and accommodation Human Resources – during orientation	Implemented
<b>AODA Standards / Regulation Reference O. Reg.191/11, s. 25</b>	<b>III: Informing Employees of Support</b> <span style="float: right;"><b>Deadline: January 1, 2014</b></span>		
	<b>DELIVERABLES</b>	<b>RESPONSIBILITY</b>	<b>STATUS</b>
Inform employees of policies used to support employees with disabilities	The Accommodation Based on Disability Policy is relayed through the orientation process, as well as referenced throughout the recruitment process.	Human Resources	Implemented
Employers shall provide the information required to new employees as soon as possible after employment commences	The Accommodation Based on Disability Policy plays a role throughout the recruitment process and is also relayed through orientation.	Human Resources	Implemented
<b>AODA Standards / Regulation Reference O. Reg.191/11, s. 26</b>	<b>III: Accessible Formats and Communication Supports for Employees</b> <span style="float: right;"><b>Deadline: January 1, 2014</b></span>		
	<b>DELIVERABLES</b>	<b>RESPONSIBILITY</b>	<b>STATUS</b>
Provide accessible formats and communications support for job or workplace information	Manager/HR will consult with the employee with a disability to arrange for the provision of accessible formats and communications for info that is required for the employee to complete his/her job and other general info that is available to all employees.	Human Resources, Marketing and Manager	Implemented
Consult with employee to determine suitability of format or support	Employee with the disability will be consulted to ensure that accommodations are best suited to the individual.	Human Resources, Marketing and Manager	Implemented

AODA Standards / Regulation Reference O. Reg.191/11, s. 27	III: Workplace Emergency Response Information <span style="float: right;">Deadline: January 1, 2012</span>		
	DELIVERABLES	RESPONSIBILITY	STATUS
Provide individualized workplace emergency response information	Once employee requiring accommodation reports this to HR or their manager, the manager and HR will work with the employee to ensure that a suitable emergency response plan is put together that is specific to each employee requiring it.	Human Resources, Manager and Employee	Implemented
AODA Standards / Regulation Reference O. Reg.191/11, s. 28	III: Documented Individual Accommodation Plans <span style="float: right;">Deadline: January 1, 2014</span>		
	DELIVERABLES	RESPONSIBILITY	STATUS
Develop written process for documenting individual accommodation plans	Written process within the Accommodation Based on Disability Policy for documenting individual accommodation plans, including: how to participate, how assessments are made, how employer will request accommodation be achieved, use of personal information, details on review and update of process, how request denial works, how plan will be provided to employee.	Human Resources	Implemented
AODA Standards / Regulation Reference o. Reg.191/11, s. 29	III: Return to Work Process <span style="float: right;">Deadline: January 1, 2014</span>		
	DELIVERABLES	RESPONSIBILITY	STATUS
Develop a documented return-to-work process	<p>The Accommodation Based on Disability Policy includes our return-to-work process for all employees returning to work after medical-related or stress leave.</p> <p>Must be documented by HR/Manager.</p>	Human Resources, Manager and Employee	Implemented

AODA Standards / Regulation Reference O. Reg.191/11, s. 30	III: Performance Management <span style="float: right;">Deadline: January 1, 2014</span>		
	DELIVERABLES	RESPONSIBILITY	STATUS
Include accessibility considerations in performance management processes	Documented in the Accommodation Based on Disability Policy – Managers must take into account accessibility needs of employees with disabilities when measuring the employee’s performance.	Human Resources and Manager	Implemented
AODA Standards / Regulation Reference O. Reg.191/11, s. 31	III: Career Development <span style="float: right;">Deadline: January 1, 2014</span>		
	DELIVERABLES	RESPONSIBILITY	STATUS
Include accessibility considerations in career development and advancement processes.	Included in the Company Policy - Manager will take into consideration any individual accessibility needs once an employee that is disabled has been transferred and/or promoted to a different department.	Human Resources, Manager	Implemented

## Part II: Information and Communication Standards – s.14

AODA Standards / Regulation Reference O. Reg.191/11, s. 14	II: Accessible Website and Web Content			Deadline: January 1, 2021
	DELIVERABLES	RESPONSIBILITY	STATUS	
Ensure websites and web content conform to guidelines	<p>Any new content being added to the Portfolio external website must conform to Web Content Accessibility Guidelines 2.0 level (This also applies to any of our web-based applications).</p> <p>By January 1, 2021, all website content will conform to the WCAG 2.0, Level A and AA standards for accessible websites.</p>	Human Resources and Marketing	Implemented & Ongoing Re-assess for 2021 changes	

## Part IV: Commitment for Compliance and Beyond

AODA Standards / Regulation Reference O. Reg. 191/11, s 14(1)	II: Accessibility Compliance Report			Deadline: December 31, 2023/2025
	DELIVERABLES	RESPONSIBILITY	STATUS	
Compliance Report	File Ontario Government Accessibility Compliance Report	Human Resources and Marketing	Re-occurs biannually thereafter until 2025.	