

Integrated Accessibility Standards Policy

Introduction

This policy, which has been established in compliance with Regulation 191/11, “*Integrated Accessibility Standards*” (“*Regulation*”) under the *Accessibility for Ontarians with Disabilities Act, 2005*, aligns with Portfolio+ Inc.’s commitment to treat employees in a way that respects their dignity and independence.

Message from the CEO

Portfolio+ is committed to providing services and products that are accessible to the widest possible audience, regardless of technology or ability. Our purpose to “*provide innovative solutions that enable our customers to achieve success*” is our guiding statement. Every day, our teams operate with integrity and respect to elevate each other, our products and our customers. The best solution and achievement of our vision, now and into the future, is only possible when are open and inclusive of all people.

Commitment

Portfolio+ Inc. 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 the barriers to accessibility and meeting accessibility requirements in accordance with the *Accessibility for Ontarians with Disabilities Act*.

Multi-Year Accessibility Plan

Portfolio+ Inc. has developed and document a Multi-Year Accessibility Plan outlining the company’s strategy to prevent and remove barriers from its workplace and improving opportunities for persons with disabilities.

The Multi-Year Accessibility Plan will be reviewed and updated at least once every five years and will be posted on the company’s website. Upon request, Portfolio+ Inc. will provide a copy of the Multi-Year Accessibility Plan in an accessible format.

Training Employees

Portfolio+ Inc. provides training on the requirements of the accessibility standards referred to the Regulation and will continue to provide training as it pertains to persons with disabilities to:

- all employees;
- all persons who deal with public or third parties on their behalf;

- all other persons who are involved in the development and approvals of customer service policies, practices, and procedures.

Portfolio+ Inc. provides training to employees and other persons on policies, practices and procedures that affect the way services are provided to people with disabilities. Training will also be provided when any changes are made to these policies, practices, and procedures.

INFORMATION AND COMMUNICATIONS STANDARDS

Feedback

Portfolio+ Inc. will continue to ensure that its process for receiving and responding to feedback is accessible to persons with disabilities by providing, or arranging for the provisions of, accessible formats and communications upon request.

Accessibility Formats and Communication Supports

Portfolio+ Inc. will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner, considering the person's accessibility needs due to disability.

Portfolio + Inc. will ensure emergency information is available in an accessible format 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.

Portfolio+ Inc, will notify the public of the availability of these accessible formats through our statement and policy on the website. Any publicly available emergency information will be provided in an accessible format upon request.

Accessible Website and Web Content

Portfolio+ Inc. will ensure that our Internet websites, including web content conform to the Web Content Accessibility Guidelines WCAG 2.0, Level A and AA standards for accessible websites, by January 1, 2021.

EMPLOYMENT STANDARDS

Recruitment

Portfolio+ Inc. will notify its employees and the public about the accommodation in its 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.

Recruitment, Assessment or Selection Process

Portfolio+ Inc. will notify job applicants when they are selected that accommodations are available upon request.

Portfolio+ Inc. will provide suitable accommodation and selected applicants are advised of the availability of accommodations through the confirmation email we send upon scheduling an interview.

Applicants with disabilities will receive suitable accommodations upon request.

Notice to Successful Applicants

Portfolio+ Inc. will 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.

Informing Employees of Supports

Portfolio+ Inc. will inform its employees of its policies used to support employees with disabilities. Employers shall provide the information required to new employees as soon as possible after employment commences. The Accommodation Based on Disability Policy is relayed through the orientation process, as well as referenced throughout the recruitment process.

Accessible Formats and Communication Supports for Employees

Portfolio+ Inc. will consult with the employee with a disability to arrange for the provision of, accessible formats and communication support for information that is required for the employee to complete his/her job and other general information that is available to all employees.

The Accommodation Based on Disability Policy is relayed through the orientation process, as well as referenced throughout the recruitment process. Employee with the disability will be consulted to ensure that accommodations are best suited to the individual.

Workplace Emergency Response Information

Portfolio+ Inc. will provide individualized workplace emergency response information to employees who have a disability. If Portfolio+ Inc. is made aware of the employee requiring accommodation, Portfolio+ Inc. will work with the employee to ensure that a suitable emergency response plan is put together that is specific to each employee requiring it.

Where the employee requires assistances, Portfolio+ Inc. will, with the consent of the employee provide the workplace emergency response information to the person designated by Portfolio+ Inc. to provide assistance to the employee.

Documented Individual Accommodation Plans

Portfolio+ Inc. maintains a 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 employees.

Return to Work Process

Portfolio+ Inc. has developed a documented return to work process for its employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work.

The Accommodation Based on Disability Policy includes our return to work process for all employees returning to work after a medical-related or stress leave.

Career Development

Portfolio+ Inc. will take into consideration the accessibility needs of an employee with a disability that has been transferred and/or promoted to a different department and accessibility considerations in career development and advancement processes.

Design of Public Spaces

Portfolio+ Inc. is not an organization generally open to the public. Areas when our clients or others may visit are our reception area, common space, and meeting rooms. We will strive to ensure that we meet the principals of universal design all our meeting or reception area implement the AODA design requirements for any planned renovations to relevant areas.

Questions about this policy

This policy has been developed to break down barriers and increase accessibility for persons with disabilities in the areas of Information and Communications and Employment. If anyone has a question about this policy or would like to obtain this document in an alternate format, please contact us at accessibility@portfolioplus.com