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(revised)



# Multi-Year Accessibility Plan

PBI – PRINTING BY INNOVATION

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# PBI Multi Year Accessibility Plan 2015 – 2021

(2015 – PBI became an employer of 50+ employees)

## Introduction and Statement of Commitment

In 2005, the government of Ontario passed the Accessibility for Ontarians with Disabilities Act (the “AODA”). It is the goal of the Ontario government to make Ontario accessible by 2025. The Integrated Accessibility Standards Regulations (“IASR”) under the AODA requires that effective January 1, 2014, PBI shall establish, implement, maintain and document a multi-year accessibility plan which outlines the organization’s strategy to prevent and remove barriers for persons with disabilities and to meet its requirements under the IASR.

Under the IASR, the following accessibility standards set certain requirements that are applicable to PBI Inc.:

- Customer Service
- Training
- Information and Communication
- Employment
- Design of Public Spaces

This multi-year plan outlines PBI’s strategy to prevent and remove barriers to address current and future requirements of the IASR, and in order to fulfill PBI’s commitment as outlined in PBI’s Accessibility Policy.

In accordance with the requirements set out in the IASR, PBI will:

- Establish, review and update this plan
- Post this plan on PBI’s website
- Report as required on its public website on the progress of the implementation of this plan
- Provide this plan in an accessible format, upon request
- Review and update this plan at least once every five years

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## Accessibility Standards for Customer Service

### Commitment:

PBI is committed to interacting, communicating and providing goods and services to members of the public which includes all persons with disabilities. We recognize people with disabilities may have different needs and we will in accordance with government guidelines, support the identification, removal and prevention of barriers for persons with disabilities.

<b>Customer Service Standard</b>				
<b>AODA Standard Subsection</b>	<b>Action</b>	<b>Description</b>	<b>Status-Completion Date</b>	<b>Compliance Date</b>
<b>General</b>	Establishment of Policies and Procedures	All of PBI's policies and procedures have been drafted to embody the four AODA principles of Dignity, Independence, Integration and Equal Opportunity	October 2015 and ongoing	January 2012
	Assistive Devices	PBI will train its employees to ensure they are familiar with various types of assistive devices that may be used by customers with disabilities while accessing our goods or services	October 2015 and ongoing	January 2012
	Service Animals	PBI welcomes people with disabilities and their service animals. Service animals are allowed on those parts of our premises that are open to the public and not otherwise excluded by law. If so excluded by law, PBI shall ensure that other measures are available instead	October 2015 and ongoing	January 2012
	Support Persons	A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises	October 2015 and ongoing	January 2012
	Communication	PBI will communicate with people with disabilities in ways that take into account their disability	October 2015 and ongoing	January 2012
	Feedback Process	Customers who wish to provide feedback on the way PBI provides goods and services to people with disabilities can do so in person, by phone, by fax, by email or submit an on-line form. All feedback will be responded to within 5 business days. Complaints will be addressed to HR and/or the President	October 2015 and ongoing	January 2012
	Training	PBI has provided relevant training about the provision of its goods or services to persons with disabilities. Training shall be provided on an ongoing basis in connection with changes to this policy. This process is also part of the new hire orientation.	October 2015 and ongoing	January 2012
	Notice of Service Disruption	In the event of a planned or unexpected disruption to services for customers with disabilities, PBI will notify customers promptly by posting a notice at the front entrance of PBI as well as on the website. Information about the reason for disruption, its anticipated length of time and a description of alternative services will be noted.	October 2015 and ongoing	January 2012

## Integrated Accessibility Standards

Integrated Accessibility Standard				
AODA Standard Subsection	Action	Description	Status-Completion Date	Compliance Date
i.) General	a.)Accessibility Policies	PBI will develop, implement and maintain policies that meet AODA requirements  Make the policy publically available and provide an accessible format upon request	October 2015 and ongoing	January 2014
	b.) Accessibility Plans	PBI will establish, implement, maintain and document a multi-year accessibility plan, which will outline PBI’s strategy to prevent and remove barriers  Post multi-year accessibility pan on website and provide in accessible format upon request  Review and update the plan at least once every five years	October 2015 and ongoing	January 2014
	c.)Training	Develop appropriate training on requirements of IASR and Human Rights Code as it pertains to persons with disabilities.  Provide training as soon as practicable to all employees and all other applicable persons who provide goods and services on PBI’s behalf.  A record of training is maintained with dates trained and individuals trained  Training is provided on any changes to the prescribed policies on an ongoing basis	October 2015 and ongoing	January 2015
ii.) Information and Communication	a.)Emergency Response Information	PBI has prepared emergency procedures and plans. These can be made available in an accessible format or with appropriate communication supports as soon as practicable and upon request.	October 2015 and ongoing	January 2012
	b.)Accessible Formats and Communication Supports	Provide or arrange for the provision of accessible formats and communication supports upon request.  Consult with person making the request to determine the suitability of the accessible format or communication support.  Provide accessible formats and communication supports in a timely manner that takes into account the person’s accessibility needs due to disability.  Notify the public about the availability of accessible formats and communication supports (on website)	October 2015 and ongoing	January 2016
	c.)Websites and Web Content	PBI is committed to ensuring that our internet website and its contents conforms with the WWW Consortium Web Content Accessibility Guidelines (“WCGA”) 2.0 Level A and eventually increasing to Level AA.	TBD	January 2021
	d.)Feedback	PBI will ensure that there is a process of receiving and responding to feedback and feedback is in an accessible format	October 2015 and ongoing	January 2015

iii.) Employment	a.)Recruitment	<p>PBI will ensure that both employees and the public are aware that accommodations are available</p> <p>Review and modify as necessary any existing recruiting policies, procedures and processes</p> <p>PBI will add to job postings and website that accommodation is available to applicants with disabilities</p> <p>PBI will include the availability of accommodation as part of the notice when scheduling an interview</p> <p>When a selected applicant requests an accommodation, PBI will consult with the applicant and arrange for provision of suitable accommodations in a manner that takes into account the applicant’s accessibility needs due to disability</p> <p>When making an offer of employment, PBI will notify the successful applicant of its policies for accommodating employees with disabilities. This will include notification of policies on accommodating employees with disabilities in offer of employment letters</p>	October 2015 and ongoing	January 2016
	b.)Informing Employees of Supports	<p>Inform employees and new hires on policies supporting employees with disabilities</p> <p>Incorporate supporting policies as part of the Orientation for new employees</p> <p>Keeping employees up-to-date on changes to existing policies on job accommodations with respect to disability</p> <p>Where an employee with a disability requests it, arrange and provide for provisions of suitable accessible formats and communication supports</p>	October 2015 and ongoing	January 2016
	c.)Workplace Emergency Response Information	<p>Individualized workplace emergency response information procedures will be developed for any employees who may acquire a disability</p> <p>PBI will provide assistance to specific disabled employees with the disabled employee’s prior consent, to help them evacuate the workplace in case of an emergency or disaster. These plans will be set out in an individualized emergency plan for the employee. Those providing assistance will be trained with any required assistive devices.</p> <p>These individualized emergency plans will be communicated to the employee’s respective manager on an as needed basis</p>	October 2015 and ongoing	January 2012
	d.)Documented Individual Accommodation Plan/Return to Work Process	<p>PBI’s existing policy includes steps that will accommodate an employee with a disability and to facilitate an employee’s return to work after absenteeism due to disability</p> <p>Development and individual accommodation plans for employees with disabilities will be documented. The employee will participate in the plan and will be assessed on an individual basis. The frequency of review will be determined and updated. The format of the plan will take into account the employee’s accessible needs. Any</p>	October 2015 and ongoing	January 2016

		emergency response information will be provided in an individualized plan		
	e.) Performance Management, Career Development and Redeployment	Take into account the accessibility need of employees with disabilities, as well as individual accommodation plans, when using performance management tools  Take into account the accessibility needs of employees with disabilities when providing career development and advancement to employees  Take into account the accessibility needs of employees with disabilities when redeploying employees	October 2015 and ongoing	January 2016
<b>iv.) Design of Public Spaces</b>	a.) Accessible Outdoor Public Use Eating Areas	All newly constructed outdoor public eating areas will conform to provisions of IASR where practicable	April 2016 and ongoing	January 2017
	b.) Exterior Paths of Travel	All newly constructed paths of travel will conform to provisions of IASR where practicable	n/a at this time	January 2017
	c.) Off Street Parking Lots Accessible	New and redeveloped parking areas will meet certain technical requirements in accordance with the provisions of IASR where practicable	n/a at this time	January 2017
	d.) Service Counters- Waiting Areas with Fixed Seating Accessibility	All newly constructed or redeveloped waiting areas will conform to all of the required elements in accordance with the provisions of the IASR where practicable	n/a at this time	January 2017
	e.) Maintenance of Accessible Elements of Public Spaces	Identify preventative maintenance procedures in accordance with the provisions of the IASR where practicable Disruption notice will be posted at facility and on website. Temporary alternate accessible areas will be communicated	October 2015 and ongoing	January 2017

This document is available in accessible formats upon request.