



## **ACCESSIBILITY POLICY**

Peter Mielzynski Agencies Ltd. (the “Company”) is committed to breaking down barriers and increasing accessibility for persons with disabilities. We understand the importance of treating individuals with disabilities in a way that respects their dignity and independence. This policy was developed to comply with the Accessibility for Ontarians Act (AODA) and supersedes the Customer Service Policy issued on October 2011.

### **Our Commitment**

The Company is committed to serving our customers, partnering with our suppliers and interacting with staff members in a way that respects the dignity and independence of people with disabilities. We are also committed to preventing and removing barriers to accessibility and providing people with disabilities the same opportunity to access, and benefit from, our products and services in the same place and in a similar way as other customers, suppliers and employees.

This policy will be implemented in accordance with the time frames established by the Regulation.

### **Accessibility Plan**

The Company has developed and maintains an Accessibility Plan outlining the company's strategy for preventing and removing barriers from its workplace and improving opportunities for persons with disabilities.

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

To view Peter Mielzynski Agencies Ltd's multi-year Accessibility Plan, please visit: [www.pmacanada.com](http://www.pmacanada.com)

### **Definitions**

Under the company's policy, a **Disability** is:

Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, including diabetes, mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical

coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or devices.

## **CUSTOMER SERVICE STANDARDS**

The Company will communicate with individuals with disabilities in a manner that takes into account their disabilities. In determining the appropriate method and form of communication, the Company will take into account accessibility needs resulting from disabilities. The Company encourages individuals we communicate with to identify any accessibility needs so that we can respond appropriately to those needs. Employees will communicate with suppliers and customers over the telephone in clear and plain language and speak clearly and slowly. If telephone communication is not suitable for their communication needs or is not available, the Company will offer to communicate by email or letter.

### **Assistive Devices**

Individuals with disabilities may use their own assistive devices to access goods and services provided by the Company. To the extent required, the Company will ensure that our staff members are familiar with various assistive devices that may be used by individuals when accessing our goods and services. *Assistive devices* are technical aids, communication devices, or medical aids that are used to increase, maintain, or improve the functional abilities of people with disabilities.

### **Service Animals**

The Company welcomes individuals with disabilities who use service animals. Service animals are allowed on any parts of our premises that are open to the public or other third parties, in accordance with applicable laws. A *Service Animal* is an animal for a person with a disability if it is readily apparent that the animal is used by the person for reasons relating to his or her disability, or if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

### **Support Persons**

Suppliers, customers, and others with disabilities who require the assistance of a support person will be allowed to have that support person accompany them when visiting the Company. A *Support Person* is another person who accompanies the disabled person in order to help with communication, mobility, personal care, medical needs or access to goods or services.

### **Notice of Temporary Disruptions**

In the event of a planned or unexpected disruption to services or facilities that may be used by individuals with disabilities to access goods or services, the Company will notify individuals of the disruption promptly. The notice will advise individuals regarding the reason for the disruption, its anticipated duration, and provide a description of alternative services or facilities available, if any. The notice will be posted and/or communicated to individuals with disabilities in

a manner that is reasonable in the circumstances and will be placed at all public entrances and at the affected location.

### **Training of Staff**

The Company provides training on the AODA Act, the Integrated Accessibility Standards regulation and the *Human Rights Code* to all employees and others who interact with the public on our behalf. Training will be appropriate to the duties of the employees and other persons and will be provided as soon as practicable after staff is hired.

### **Training will include the following:**

- The purpose of AODA, the requirements of the Customer Service and Integrated Accessibility Standards and how it pertains to the Human Rights Code
- Best practices with respect to interacting and communicating with people with various types of disabilities.
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or support person.
- Company policies, practices and procedures relating to the customer service standard.

### **Feedback Process**

The Company is committed to ensuring that its process for receiving and responding to feedback is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communications supports for persons with disabilities, upon request in a timely manner and in a way that takes into account the person's accessibility needs due to disability. Feedback can be provided in person, by phone, by mail or email. All feedback should be directed to the SVP/GM or Human Resources Manager.

All feedback can be made to:

SVP/General Manager                      or                      Human Resources Manager  
PMA Canada Agencies Ltd.  
231 Oakpark Blvd. Suite 400  
Oakville, ON  
L6H 7S8

Phone: (905) 257-2116

Email: [info@pmacanada.com](mailto:info@pmacanada.com) (Attn: Human Resources Manager)

Individuals can generally expect a response or preliminary response to their feedback within 15 business days of receipt by the Company of the feedback, if the nature of the feedback requires a response. The Company will take such steps as are necessary in the circumstances to rectify any issues or concerns raised in a manner consistent with the policy. Such steps may include requesting additional information from the individual providing the feedback, investigating specific complaints and/or providing documentation or communications in accessible formats.

The Company will advise the individual providing the feedback of the results of the feedback review process as appropriate in the circumstances.

Any other feedback policies or process maintained by the Company will be interpreted in a manner consistent with this policy.

### **Accessible Websites and Web Content**

By January 1, 2021, the Company will ensure that requirements set out in the legislation are met as relates to Internet websites, including web content, conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at level AA except where this is impracticable.

## **EMPLOYMENT STANDARDS**

The Company provides fair and accessible employment practices to all its prospective and current employees. We are committed to preventing and removing barriers to accessibility in the workplace and providing everyone, including employees with disabilities access to the same opportunities in 3 major areas of employment standards: **Recruitment, Accommodations for Staff and Performance Management, Careers Development and Redeployment.**

### **Recruitment**

The Company's Human Resources team is committed to notifying its staff members and the public about the availability of accommodation for applicants with disabilities in its recruitment process.

Similarly, the Human Resources team will notify job applicants, when they are individually selected to participate further in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used.

If a selected applicant requests an accommodation, the Company 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.

When making offers of employment, the Company will notify the successful applicant of its policies for accommodating employees with disabilities.

### **Accommodations for Staff**

The Company will ensure to create and follow measures for any staff member who requires accommodation as a result of a disability.

***Informing Employees of Supports:*** The Company will continue to inform its staff of its policies (and any updates to those policies) used to support employees with disabilities, including policies on the provision of job accommodations that take into account a staff member's accessibility needs due to disability. This information will be provided to new employees as soon as practicable after commencing employment.

***Accessible Formats and Communication Supports for Staff:*** Upon the request from an employee with a disability, the Company will consult with the employee to provide, or arrange for the provision of, accessible formats and communication supports for information that is needed to perform his/her job, and information that is generally available to other employees, including information as it relates to conducting performance management, providing career development and advancement to employees, or when redeploying employees. In determining the suitability of an accessible format or communication support, the Company will consult with the employee making the request.

***Workplace Emergency Response Information:*** Individualized workplace emergency response information will be provided to employees who have a disability, if the disability is such that the individualized information is necessary, and if the Company is aware of the need for accommodation due to the employee's disability. The Company will provide this information as soon as practicable after becoming aware of the need for accommodation.

Where the employee requires assistance, the Company will, with the consent of the employee, provide the workplace emergency response information to the person designated to provide assistance to the employee.

The Company will review the individualized workplace emergency response information when the employee moves to a different location in the organization and when the employee's overall accommodations needs or plans are reviewed.

***Documented Individual Accommodation Plans:*** For those employees who require individual accommodation due to a disability, the Company is committed to documenting individual accommodation plans as well as maintaining a written process for the development of accommodation plans. Individual accommodation plans will include individualized workplace emergency response information (where required), and will identify any other accommodation including accessible formats and communications supports provided.

***Return to Work Process:*** The Company maintains 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 return to work process outlines the steps we will take to facilitate the return to work and will include documented individual accommodation plans as part of the process.

## **Performance Management, Career Development and Redeployment**

The Company is committed to ensuring the needs of employees with disabilities are taken into account in all performance management, career development and redeployment processes.

## **DESIGN OF PUBLIC SPACES STANDARDS**

The Company is committed to meeting the Accessibility Standards for the Design of Public Spaces when building or making major modifications to our offices by January 1, 2017. Public spaces include:

- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals
- Accessible parking

### **Changes to this policy**

We are committed to developing policies and delivering a level of service that respects and promotes the dignity and independence of all people including people with disabilities. Therefore, no change will be made to this policy before considering the impact on people with disabilities.

### **Questions about this policy**

This policy has been developed to break down barriers and increase accessibility for persons with disabilities in the areas of customer service, information and communications and employment requirements as set out in the Integrated Accessibility Standards regulation made under the *Accessibility for Ontarians with Disabilities Act, 2005* (the "IAR").

If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation will be provided by:

Human Resources

231 Oakpark Blvd. Suite #400  
Oakville, ON  
L6H 7S8

(905) 257-2116