



PINCHIN'S MULTI-YEAR ACCESSIBILITY PLAN

Pinchin strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

Our organization is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act. This accessibility plan outlines the steps Pinchin is taking to meet those requirements and to improve opportunities for people with disabilities.

This plan is effective for the years of 2021-2026 and will be reviewed and updated at least once every five years. Our plan shows how Pinchin will play its role in making Ontario an accessible province for all Ontarians.

Customer Service

Pinchin is committed to providing accessible customer service to people with disabilities. This means that we will provide goods, services, and facilities to people with disabilities with the same high quality and timeliness as others. We will work to accommodate our customers' preferred communication method.

Feedback regarding the way Pinchin provides services to people with disabilities can be made verbally in person or over the phone, in writing via email or letter sent to the head office address, or by filling out the feedback form found on Pinchin's website. All feedback will be directed to the C.E.O. and customers can expect to hear back within 7 days of receiving the feedback.

Information and Communications

Pinchin is committed to making our information and communications accessible to people with disabilities.

Accessible Websites and Web Content

Pinchin will ensure that the company website and web content conforms with the World Wide Web Consortium Web Content Accessibility Guidelines (W.C.A.G.) 2.0 at Level A.

Compliance Date: **January 1, 2014**

Pinchin's Completion Status: **Complete**

Pinchin is dedicated to ensuring that all internet websites and web content will conform with W.C.A.G. 2.0, Level A.A. to break down barriers to persons with disabilities.

Compliance Date: **January 1, 2021**

Pinchin's Completion Status: **Complete**



Employment

Pinchin is committed to fair and accessible employment practices.

Recruitment

Pinchin will notify its employees and job applicants about the availability of accommodation for applicants with disabilities in its recruitment processes by taking the following actions:

- Include an accommodation statement on job postings
- Provide training to all employees who are recruiting on behalf of Pinchin

Compliance Date: **January 1, 2016**

Pinchin's Completion Status: **Complete and Ongoing**

Recruitment, Assessment, or Selection

Pinchin will take the following steps to accommodate people with disabilities during the recruitment, selection and assessment processes:

- Inform applicants that accommodations are available upon request when they have been individually selected to participate in an assessment or selection process
- If a selected applicant requests an accommodation, Pinchin shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that includes the applicant's accessibility needs due to disability

Compliance Date: **January 1, 2016**

Pinchin's Completion Status: **Complete and Ongoing**

Informing Employees of Supports

Pinchin will inform all employees of its policies used to support people with disabilities by taking the following actions:

- Notify all employees when the Employee Policy Manual is updated and include accessible formats, if required
- Provide the Employee Policy Manual to all new hires upon employment
- Provide training on Pinchin's accessibility and accommodation supports during the onboarding process to all new hires

Compliance Date: **January 1, 2016**

Pinchin's Completion Status: **Complete and Ongoing**

Accessible Formats and Communication Supports for Employees

Pinchin is committed to provide accessible formats and communication supports for employees, upon request and will do so:

- In consultation with the employee making the request to determine the suitability of an accessible format or communication support

Compliance Date: **January 1, 2016**

Pinchin's Completion Status: **Complete and Ongoing**

Workplace Emergency Response Information

Pinchin shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and Pinchin is aware of the need for accommodation due to the employee's disability.

If an employee who receives individualized workplace emergency response information requires assistance, with the employee's consent, Pinchin will provide the workplace emergency response information to the person designated by Pinchin to provide assistance to the employee.

Pinchin will provide the information required under this section as soon as practicable after Pinchin becomes aware of the need for accommodation due to the employee's disability.

Individualized workplace emergency response information will be reviewed when the employee moves to a different location in the organization, when the employee's overall accommodation needs or plans are reviewed, and when Pinchin reviews its general emergency response policies.

To ensure employees receive the proper workplace emergency response information, Pinchin will:

- Include the accommodation policy in the Employee Policy Manual, which is available to all employees

Compliance Date: **January 1, 2012**

Pinchin's Completion Status: **Complete and Ongoing**

Documented Individual Accommodation Plans

Pinchin will develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.

The individual accommodation plan includes the following elements:

- The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan
- The means by which the employee is assessed on an individual basis
- The manner in which Pinchin requests an evaluation by an outside medical (or other) expert to determine if and how accommodation can be achieved
- The manner in which the employee can request the participation of a representative from the workplace in the development of the accommodation plan
- The steps taken to protect the privacy of the employee's personal information
- The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done
- If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee
- The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.

Compliance Date: **January 1, 2016**

Pinchin's Completion Status: **Complete and Ongoing**

Return to Work

Pinchin has established a documented return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work. This policy can be found in the Health & Safety Manual.

The return to work process outlines the steps Pinchin will take to facilitate the return to work of employees who were absent because their disability required them to be away from work and uses individual documented accommodation plans as part of the process.

This return to work process does not replace or override any other return to work process created by or under any other statute.

Compliance Date: **January 1, 2016**

Pinchin's Completion Status: **Complete and Ongoing**

Performance Management, Career Development and Advancement and Redeployment

Pinchin will develop processes that take into account the accessibility needs of employees with disabilities and their individual accommodation plans.

Pinchin will review an employee's accommodation plan to understand the individual's accommodation needs and determine if the plan needs adjusting to improve job performance.

Pinchin will adjust the accommodation supports or update an accommodation plan, with the employee's participation, to meet the employee's new role or responsibilities in the event the employee is promoted or redeployed.

Compliance Date: **January 1, 2016**

Pinchin's Completion Status: **Complete and Ongoing**

Procurement

Pinchin is committed to accessible procurement processes. All new workplace furniture and equipment purchased will continue to be accessible.

Self-Service Kiosks

Pinchin is committed to incorporating accessibility features/considering accessibility for people with disabilities when designing, procuring, or acquiring self-service kiosks.

Training

Pinchin is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities

Pinchin will provide training to all employees and will include the following points:

- The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 & the requirements of the customer service standard;
- How to interact and communicate 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;
- What to do if a person with a disability is having difficulty accessing Pinchin's services;
- Pinchin's policies, practices, and procedures relating to the customer service standard.

Training will be provided to new staff within 30 days of commencing their duties. Staff will also receive a training update when changes are made to policies, practices, and procedures.

Design of Public Spaces

Pinchin will meet accessibility laws when building or making major changes to public spaces.

