

## PRO Unlimited AODA Multi-Year Plan

### Introduction

The AODA (Accessibility for Ontarians with Disabilities Act) was passed in 2005 with the goal of making Ontario completely accessible for all people with disabilities by 2025. The accessibility standards range from public sectors to large private and non-profit companies. The five standards for accessibility of the AODA were then combined under the IASR (Integrated Accessibility Standard Regulation) in 2016, providing organizations with standard for employment, information and communication, transportation, customer service, and accessible public places.

### Statement of Commitment

PRO Unlimited, Inc. is committed to meeting the objectives and requirements of the AODA and IAS, including the accessibility needs of persons with Disabilities with respect to the Company's programs, services and facilities, in a timely manner and will use the following process to address individualized accommodation needs.

### Definitions

**Accessible Format(s):** means formats that are an alternative to standard print and are accessible to persons with Disabilities. Accessible Formats may include, but are not limited to, large print, recorded audio and electronic formats, and other formats usable by persons with Disabilities.

**Assistive Device(s):** means any device used to assist a person in performing a particular task(s) or to aid that person in activities of daily living. This can include a wheelchair, screen reader, listening device or cane.

**Communication Support(s):** means support that persons with Disabilities may need to access information. Communication Support may include, but are not limited to, captioning, alternative and augmentative support, plain language, sign language and other support that facilitate effective communications.

**Disability or Disabilities:** means: 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, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of 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 device;

A condition of mental impairment or developmental disability;

A learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;

A mental disorder; or

An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

**Barrier(s):** are defined as anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability. These could include physical barriers, limited formats for communication, or processes that unintentionally exclude individuals with disabilities.

## Accessibility Successes to Date

PRO Unlimited, a global organization, is committed to identifying and removing barriers across all locations to promote a more diverse, accessible workplace. Current accomplishments in our goal to become more accessible are listed below.

### Communications

Company-wide communications made accessible for all workers at the same time.	In place. All company-wide announcements are made through email to use with electronic readers and increased font size as needed.
Multiple avenues to reach PRO for feedback, questions, or general comments.	In place. Feedback can be provided directly to a PRO representative or manager, via email, or by phone. Email and phone contact are published on the company website.
Documents are made available in electronic format.	In place. Primary company policies are available on-demand in electronic format online. All documents are available in accessible format upon request.
Website includes large font and alt tags for pictures.	In place. Photos and links used in the PRO Unlimited website include alt tags with description of picture or link.

### Training

AODA training made available for all new workers in Ontario. Company maintains tracking of completion.	In place. Company provides electronic link to AODA's online training and tracks confirmation of completion for all new employees.
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Attitudinal barriers are managed through training on communication with different types of people and abilities.	In place. Training videos available on demand include communication training and information on managing employees with disabilities.
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### Employment Practices and Policies

Accessibility policy addressing the requirements of the AODA and IASD in multiple accessible formats.	In place. Currently available electronically or as paper copies on request for all workers in Canada.
Timekeeping systems in electronic format for use with electronic readers and to zoom for increased text size as needed.	In place. Electronic format used for all workers in Canada. Individual assistance is available upon request.
Job applications can be accepted in multiple formats.	In place. Candidates may apply online, through email communications with recruiters, over the phone, or in person.

### Facilities

Aisles and walkways are kept clear of all blockages.	In place. The company makes regular announcements to ensure public areas are kept clean and clear. Office administration monitors cleanliness of facilities.
Meetings and events are held in accessible locations where possible.	In place. Meetings are held in PRO office suites with first-floor or elevator access. Annual conference is held at accessible location that includes designated accessible hotel rooms.
Flexible options for location of employment and/or scheduling of workday.	In place. Company offers both remote work options and flexible scheduling to meet needs for accessibility.

### Plan for Continuous Improvement in Accessibility

While PRO Unlimited has made great strides toward an inclusive, accessible workplace, we understand that more can be done to continue to improve. Over the next 5 years, we plan to continue to increase our capabilities in providing accessible environments, training, and communication as well as improving our abilities to measure and meet individual accommodation requirements. The following are the areas that we plan to focus for improved accommodations over the next 5 years with specific steps and timeframes outlined for each area.

## Communications

Public webpage reviewed and updated to be AA compliant.	Updates for full compliance to be completed by January 2021.
Accessibility policies and 5-year plan to be made publicly available on the company webpage.	Review for updates will coincide with AA compliance reviews. Policies and plan availability will be posted to the company webpage by January 2021.
Accessibility feedback will be monitored through annual surveys for additional areas of improvement.	Initial survey will be sent to workers by December 2020, results reviewed and analyzed by January 2021. Annual surveys to follow for next 5 years.

## Training

Ensure all current staff have completed AODA and Ontario Human Rights Code training, including those who began employment prior to implementation of new hire AODA training.	Staff in Ontario who manage onboarding for Ontarian workers will complete AODA and OHR training modules by June 2020. Disability and Human Rights brochure to be made available to all new hires and current staff.
Add additional training resources for AODA compliance. Possible training topics may include inclusive communication, training for support persons, inclusive communication, writing and updating individual accommodation plans, etc.	Training supplementation will be ongoing with annual reviews through year 2025.
Continuously review training programs for accessibility to include visual and audio cues, alternate text, and formats that work with font increases and electronic readers.	Improvement of training programs will be ongoing with efforts focused on clear and accessible training programs.

## Employment Practices and Policies

Implement standard practice for creating and managing individual accommodation plans, including template for developing accommodation plans.	In progress. Template and process for individual accommodation plans have been developed. Company will roll out to all employees who manage workers in Canada by June 2020.
Emergency plan to be reviewed for updates needed and maintained in an accessible format.	Review and updates will be completed by December 2020. Updated plans will be available in electronic format for all employees.

<p>Recruitment will be in accessible format with clear directions for candidates to request accommodations throughout the recruiting process.</p>	<p>Confirm that recruitment on webpage is in accessible format as part of webpage compliance plan by January 2021. Add verbiage for instructing candidates on requesting accommodations to recruiting notices by June 2020.</p>
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Facilities

<p>Client site accessibility monitoring will take place annually where possible with onsite visits to client locations. Teams will maintain checklists of areas of accessibility to confirm and discuss possible improvements identified with clients. Each client team will maintain record of their visits and client discussions.</p>	<p>Checklists will be developed and circulated to client teams with training for use by June 2020. Teams will begin scheduling visits to complete initial visits where possible by June 2021.</p>
<p>Needs for assistive devices will be monitored on an ongoing basis. Any assistive device needs highlighted through individual feedback or surveys will be reviewed for appropriately budgeting and implementing as needs are identified.</p>	<p>Immediate requests will be reviewed upon receipt. First survey review in January 2021 will identify larger scale requirements and implementation timelines will be developed accordingly.</p>