



# THE PBAS GROUP

## Multi-Year Accessibility Plan

### Statement of Commitment

PBAS is committed to ensuring equal access and participation for people with disabilities. As such, we strive to ensure we meet the needs of people with disabilities while adhering to the principles of dignity, independence, integration and equal opportunity in our services.

Goals	Status	Measures Taken
<b>Establishment of accessibility policies</b> <ul style="list-style-type: none"><li>• Develop, implement and maintain policies governing how the organization achieves accessibility.</li><li>• Include a statement of commitment to meeting the accessibility needs of people with disabilities.</li><li>• Prepare policies, make them publicly available and provide them in an accessible format, when requested.</li></ul>	Completed	<ul style="list-style-type: none"><li>• We have developed and updated workplace policies to establish how we will achieve our accessibility objectives.</li><li>• Our policies include a statement of commitment to meeting the accessibility needs of people with disabilities.</li><li>• Our policies are available on our website and are provided in an accessible format when requested.</li></ul>
<b>Accessibility Plans</b> <ul style="list-style-type: none"><li>• Establish, implement and maintain a multi-year accessibility plan.</li><li>• Make the accessibility plan available on the PBAS website.</li><li>• Provide the plan in an accessible format when requested.</li><li>• Review the plan at least every five years</li></ul>	Completed	<ul style="list-style-type: none"><li>• Our accessibility plan is available on our website and is provided in an accessible format when requested.</li><li>• Our plan is updated every five years.</li></ul>
<b>Training</b> <ul style="list-style-type: none"><li>• Provide and record training regarding the requirements of the accessibility standards referred to in the AODA and Human Rights Code. This training applies to all</li></ul>	Completed	<ul style="list-style-type: none"><li>• All current employees, volunteers and those providing services on behalf of PBAS complete and have completed the AODA Customer Service training and Integrated Accessibility Standards – Information/Communication and Employment Standards training modules.</li></ul>



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Goals	Status	Measures Taken
<p><i>Cont'd</i> employees, volunteers, those who provide services on behalf of PBAS and those who participate in policy development.</p>		
<p><b>Feedback</b></p> <ul style="list-style-type: none"> <li>• Create and maintain a process for receiving and responding to feedback in accessible formats.</li> <li>• Provide or arrange for the provision of accessible formats and communications supports for people with disabilities, when requested.</li> <li>• Notify the public about the availability of accessible formats and communication supports.</li> </ul>	Completed	<ul style="list-style-type: none"> <li>• Our processes for receiving and responding to feedback are accessible to people with disabilities and can be made available in an accessible format upon request (statement included on website).</li> </ul>
<p><b>Accessible Formats and Communication Supports</b></p> <ul style="list-style-type: none"> <li>• Provide or arrange for the provision of accessible formats and communication supports for people with disabilities:               <ul style="list-style-type: none"> <li>- In a timely manner that takes into account the person's accessibility needs due to disability; and</li> <li>- At a cost that is no more than the regular cost charged to other persons.</li> </ul> </li> <li>• In consultation with the person making the request to determine the suitability of an accessible format or communication support.</li> <li>• Notify the public about the availability of accessible formats and communication supports.</li> </ul>	Completed	<ul style="list-style-type: none"> <li>• Requests for accessible formats and communication supports will be provided in a timely manner and in consultation with the person making the request.</li> </ul>
<p><b>Accessible Websites and Web Content</b></p> <ul style="list-style-type: none"> <li>• Ensure all internet websites and web content conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level AA.</li> </ul>	Completed	<ul style="list-style-type: none"> <li>• Our updated website conforms to the current AODA requirements.</li> </ul>



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<ul style="list-style-type: none"> <li>• Notify employees and the public about the availability of accommodations for applicants with disabilities during the recruitment process.</li> <li>• Notify applicants who are individually selected to participate in the assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used.</li> <li>• When a request for accommodations is made, consult with applicants and provide or arrange for the provision of suitable accommodations, in a manner that takes their accessibility needs into account.</li> <li>• Notify successful applicants of PBAS policies for accommodating employees with disabilities.</li> <li>• Notify new and current employees of policies for accommodating employees with disabilities.</li> <li>• Provide updated information to employees when there is a change to existing policies on the provision of job accommodations that take into account an employee’s accessibility needs due to disability.</li> <li>• Upon request, consult with and provide employees with accessible formats and communication supports for the information needed to perform their job and which is available to other employees in the workplace.</li> <li>• Provide employees who have a disability with individualized workplace emergency response information, as required, and make plans for assistance in the event of an emergency.</li> </ul>	<p>Completed</p>	<ul style="list-style-type: none"> <li>• All job postings include a statement notifying applicants of the availability of accommodations during the recruitment process.</li> <li>• Internal processes were updated to ensure that the availability of accommodations for people with disabilities is made known to all applicants, during all phases of the recruitment, assessment and selection process.</li> <li>• Applicants who make requests for accommodations will be consulted with and suitable accommodations which take their accessibility needs into account are provided for or arranged.</li> <li>• Successful applicants are notified of PBAS policies for accommodating employees with disabilities when they receive an offer of employment.</li> <li>• Current employees have been informed of PBAS policies for accommodating employees with disabilities.</li> <li>• New employees are informed as part of the onboarding process.</li> <li>• Changes in policies will be communicated to employees as they occur.</li> <li>• Upon request, employees will be consulted with when accessible formats and communication supports are required for information needed to perform their job or for information which is available to other employees in the workplace.</li> <li>• Individualized workplace emergency response information has been provided for employees who need one.</li> <li>• Where applicable, consent to share workplace emergency response information with the person designated to provide assistance to each employee has been obtained.</li> <li>• Workplace emergency response information is reviewed as required and new plans are created as needed.</li> <li>• The process for documenting individual accommodation plans was reviewed to ensure it included the prescribed elements. The policy for individual accommodation plans was revised and continues to be implemented.</li> <li>• Return to Work process was reviewed and continues to be used.</li> <li>• The accessibility needs and individual accommodation plans for all employees are taken into account during performance management.</li> </ul>



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Goals	Status	Measures Taken
<p><i>Continued</i></p> <ul style="list-style-type: none"> <li>Review workplace emergency response information when:               <ul style="list-style-type: none"> <li>The employee moves to a different location in the organization</li> </ul> </li> <li>When the employee's overall accommodations needs or plans are reviewed.</li> <li>Develop and use a written process for creating individual accommodation plans for employees with disabilities. Include elements prescribed in s. 28(2) and 28(3).</li> <li>Develop and use a process for employees returning to work after an absence and who require disability-related accommodations to return to work.</li> <li>Take the accessibility needs and individual accommodation plans of employees with disabilities into account when redeploying employees.</li> </ul>		<p><i>Continued</i></p> <ul style="list-style-type: none"> <li>The accessibility needs and individual accommodation plans are taken into account when employees are provided with career development and advancement.</li> <li>In the event of redeployment, PBAS will consider the accessibility needs of employees with disabilities.</li> </ul>
<p><b>Establishment of Policies</b></p> <ul style="list-style-type: none"> <li>Develop, implement and maintain an accessible customer service policy.</li> <li>Make accessible customer service policy available on PBAS website.</li> </ul>	Completed	<ul style="list-style-type: none"> <li>An Accessible Customer Service Policy has been implemented and is available on PBAS website.</li> </ul>
<p><b>Use of Service Animals and Support Persons</b></p> <ul style="list-style-type: none"> <li>Ensure that use of service animals is permitted when accessing the premises.</li> <li>Allow support persons to accompany a person with a disability.</li> </ul>	Completed	<ul style="list-style-type: none"> <li>As per PBAS' Accessible Customer Service Policy, service animals and support persons are permitted.</li> </ul>



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Goals	Status	Measures Taken
<b>Notice of Temporary Disruptions</b> Provide notice of any temporary service disruptions as they arise.	Completed	<ul style="list-style-type: none"><li>• The steps that PBAS will take in the event of a service disruption have been included in our Accessible Customer Service Policy.</li><li>• We will continue to provide notifications, as required.</li></ul>
<b>Training for Staff</b> <ul style="list-style-type: none"><li>• Train all employees, volunteers, agents and contractors who deal with the public on behalf of PBAS about accessible customer service and how to interact with people with disabilities.</li><li>• Prepare a document about the training provided to employees regarding service provisions for people with disabilities and make it available upon request.</li></ul>	Completed	<ul style="list-style-type: none"><li>• Continue to provide training to new employees, volunteers, agents and contractors, as required.</li><li>• Created document outlining the accessible training PBAS employees, volunteers, agents and contractors receive.</li></ul>
<b>Feedback Process</b> <ul style="list-style-type: none"><li>• Provide a process for receiving and responding feedback regarding accessibility and make it available to the public.</li></ul>	Completed	<ul style="list-style-type: none"><li>• A feedback process has been created and methods for providing and receiving feedback have been posted to our website.</li></ul>
<b>Format of Documents</b> <ul style="list-style-type: none"><li>• Provide, on request, documents in accessible format or with communication support.</li></ul>	Completed	<ul style="list-style-type: none"><li>• Documents will be made available in accessible formats or with communication support upon request.</li></ul>

## For more information about this accessibility plan, please contact:

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