

## INTEGRATED ACCESSIBILITY STANDARDS REGULATION (IASR) POLICY

Protrans Personnel Services is committed to provide a respectful, welcoming, accessible, and inclusive environment for all persons with disabilities such that is respectful of the dignity and independence of people with disabilities. It takes into account the person's disability and embodies the principles of integration and equal opportunity.

Protrans will strive at all times to provide our services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

Protrans is committed to becoming a barrier free environment and meeting the requirements of all existing legislation (Ontario Human Rights Code and the Accessibility for Ontarians with Disability Act) and its own policies and goals related to identifying, removing and preventing barriers to people with disabilities that might interfere with their ability to interact with the company.

### GENERAL REQUIREMENTS STANDARDS

#### Accessibility Plan (effective January 1, 2014)

Protrans Personnel Services Inc. has developed a multi-year Accessibility Plan in accordance with the IASR. The Accessibility Plan documents Protrans Personnel Services Inc.'s strategy and timelines to meet all applicable standards of the IASR. The Accessibility Plan will be reviewed and updated at least once every five years. The Accessibility Plan is available on the Protrans Personnel Services Inc. SharePoint and on the Protrans website. It can be provided in an accessible format upon request.

#### 2. Training Standard (effective January 1, 2015)

❖ **Training will be provided to:**

- All internal Protrans Personnel Services Inc. employees working in the province of Ontario
- All Protrans Personnel Services Inc. employees based outside of Ontario who have direct reports in Ontario
- All placement employees working in the province of Ontario

❖ **Training will include the following:**

- Protrans Personnel Services Inc.'s IASR Policy
- The Ontario Human Rights Code as it relates to people with disabilities
- The Information and Communication Standard
- The Employment Standard
- Obtaining Services component of the Design of Public Spaces Standard

❖ Training will also be provided if Protrans Personnel Services Inc.'s IASR Policy changes.

❖ The only element applicable to Protrans Personnel Services Inc. internal staff under the Design of Public Spaces Standard is obtaining services.

❖ Training on the Transportation Standard is not applicable for Protrans Personnel Services Inc. internal staff.

❖ Training on the Transportation Standard and the Design of Public Spaces Standard (excluding the Obtaining Services Element) is the responsibility of the customer where a placement employee is placed that is affected by these standards. Protrans will consult with these customers to support their training process.

❖ **Delivery of training may include any one or more of the following formats:**

In-person delivery, webinar delivery, on-line material, printed training material, supplemental material and supports such as posters, video clips, guest speakers

### INFORMATION AND COMMUNICATIONS STANDARDS

#### 1. Feedback (effective January 1, 2015)

- ❖ Protrans Personnel Services Inc. will continue to ensure 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, upon request.
- ❖ Feedback can be submitted via email or telephone, or in person, or completion of a feedback form found at each branch.
- ❖ All feedback will be directed to Protrans Personnel Services Inc.'s HR and Safety Manager.
- ❖ All feedback will be addressed according to our organization's regular feedback management procedures.

#### 2. Accessible Formats and Communication Supports (effective January 1, 2016)

- ❖ Protrans Personnel Services Inc. will upon request and consultation, endeavor to provide information and communications to people with disabilities using the appropriate accessible format or communication support whenever possible and in a timely manner, that considers the person's accessibility needs due to disability.
- ❖ Protrans will consult with the person making the request in determining the suitability of an accessible format or communication support.
- ❖ Protrans will also notify the public about the availability of accessible formats and communication supports.

#### 3. Accessible Websites and Web Content (Level A effective January 2, 2014 / Level AA effective January 1, 2021)

- ❖ Protrans Personnel Services Inc. will ensure compliance with Web Content Accessibility Guidelines (WCAG) 2.0 Level A and Level AA except where this is impracticable.

### EMPLOYMENT STANDARDS

#### 1. Recruitment (Effective January 1, 2016)

Protrans Personnel Services Inc. employment practices will include notification of the availability of accommodation for internal applicants and placement employee/applicants with disabilities during the recruitment process.

#### 2. Recruitment, Assessment or Selection Process (Effective January 1, 2016)

- ❖ Protrans Personnel Services Inc. 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, Protrans Personnel Services Inc will consult with the applicant and provide, or arrange for the provision of, a suitable accommodation in a manner that considers the applicant's accessibility needs due to disability.

**3. Notice to Successful Applicants (Effective January 1, 2016)**

- ❖ When making offers of employment, Protrans Personnel Services Inc. will notify the successful applicant of its policies for accommodating employees with disabilities.

**4. Informing Employees of Supports (Effective January 1, 2016)**

- ❖ Protrans Personnel Services Inc. will continue to inform its employees of its policies (and any updates to those policies) used to support employees with disabilities, including policies on the provision of job accommodations that consider an employee's accessibility needs due to disability.
- ❖ This information will be provided to new employees as soon as practicable after commencing employment.
- ❖ Protrans Personnel Services Inc. will encourage customers to provide supports for placement employees with disabilities and inform employees of such supports.

**5. Accessible Formats and Communication Supports (Effective January 1, 2016)**

Upon the request of an employee with a disability, Protrans Personnel Services Inc. 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. In determining the suitability of an accessible format or communication support, Protrans Personnel Services Inc. will consult with the employee making the request.

**6. Workplace Emergency Response Information (Effective January 1, 2016)**

- ❖ Protrans Personnel Services Inc. will provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary, and if Protrans Personnel Services Inc. is aware of the need for accommodation due to the employee's disability. Protrans Personnel Services Inc. will provide this information as soon as practicable after becoming aware of the need for accommodation.
- ❖ Where placement employee needs dictate, Protrans Personnel Services Inc. will encourage customers to provide individualized workplace emergency response information to employees who have a disability

**7. Documented Individual Accommodation Plans (Effective January 1, 2016)**

- ❖ Protrans Personnel Services Inc. will maintain a written process for the development of documented individual accommodation plans for employees with disabilities.
- ❖ If requested, information regarding accessible formats and communications supports provided will also be included in individual accommodation plans.
- ❖ In addition, the plans will include individualized workplace emergency response information (where required) and will identify any other accommodation that is to be provided.
- ❖ Where placement employee needs dictate, Protrans Personnel Services Inc. will encourage customers to develop and document individualized accommodation plans

**8. Return to Work Process (Effective January 1, 2016)**

- ❖ Protrans Personnel Services Inc. 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 Protrans Personnel Services Inc. will take to facilitate the return to work and will include documented individual accommodation plans as part of the process. These processes will be defined in consultation with the employee with the disability and refer to the individual's accommodation plan.
- ❖ Where placement employee needs dictate, Protrans Personnel Services Inc. will develop, and document return to work processes for employees who have been absent due to a disability and who require disability-related accommodations and support in order to return to work. These processes will be defined in consultation with the employee with the disability and refer to the individual's accommodation plan as applicable.
- ❖ This return to work process will not replace or override any other return to work process created by or under any other statute (i.e. *Workplace Safety Insurance Act, 1997*).
  1. If the employee has lasting functional limitations, the employee will work with the employer to achieve reasonable accommodations in the best interest of all involved parties.
  2. The employer will accommodate until undue hardship.

**9. Performance Management, Career Development and Advancement & Redeployment (Effective January 1, 2016)**

- ❖ Protrans Personnel Services Inc. will consider the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and advancement to employees, or when redeploying employees.

**DESIGN OF PUBLIC SPACES STANDARD (Effective January 1, 2017)**

Protrans Personnel Services Inc. will ensure that at least one service counter and waiting areas in offices in Ontario are accessible to people with disabilities as and when applicable.