

Introduction

PPI is committed to providing services in a manner consistent with the principles of dignity and independence and will provide persons with disabilities the same opportunity to access our services in the same or similar manner as other clients.

We are committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act and the following [accessibility plan](#) outlines the steps PPI is taking to meet those requirements and to improve opportunities for people with disabilities.

We are committed to offering a positive employee experience and a workplace that promotes diversity and inclusion, regardless of ethnic origin, nationality, religious beliefs, gender, sexual orientation, age, marital status, family situation or physical or mental disability.

Customer Service

PPI is committed to providing accessible service to all clients. This means that we will provide goods and services to people with disabilities with the same high quality and timeliness as others.

We will communicate with disabled persons in a manner consistent with the principles of dignity, independence, integration and equal opportunity and will make all reasonable efforts to take each disabled person's specific needs into account when communicating with them.

- PPI continues to remain in compliance with the AODA Customer Service Standard.
- Client feedback is encouraged via email, telephone or in writing.
 - PPI will provide or arrange for accessible formats and communication support, on request including but not limited to: using appropriate language, offering different methods of communication; providing documentation in electronic copy format, or in large font, audio or video formats.

PPI will continue to provide training to all new staff on the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

New employees are assigned AODA Customer Service Training and Understanding Human Rights Training as part of their orientation. The courses cover the requirements set by the AODA Customer Service Standard and IASR legislation.

All employees will be provided with any new training as required under legislation.

Information and Communications

On request, a person with a disability will be provided with an accessible format or communication support. The format or support will be provided in a manner that takes into account the person's disability.

Website and website content will be developed to comply with the requirements of the Integrated Standards regulation.

Employment

PPI is committed to providing a safe, welcoming, barrier-free and accessible workplace for all employees.

Hiring

PPI welcomes and encourages all qualified applicants and will accommodate candidates with disabilities in all aspects of the recruitment and selection process.

Workplace Information

Any information an employee requires to perform their duties and responsibilities, including job descriptions and manuals, will be provided in an accessible format on request.

Any general information such as policies and communications will be provided in an accessible format on request.

Performance Management and Career Development

The needs of employees with disabilities will be considered when conducting both formal and informal performance reviews and promotions.

On request, documents will be made available in accessible formats; performance feedback and coaching will be provided in an appropriately accessible manner; and necessary accommodations will be provided to assist in learning new skills and taking on greater responsibilities.

Emergency Procedures

Should any employee require assistance during an evacuation, including scheduled fire drills, an individualized plan will be determined based on individual requirements.

We will incorporate any new regulations under the legislation as required as necessary to ensure fair and accessible employment practises.

Design of Public Spaces

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

To the extent that it is under PPI control, we will endeavour to put procedures in place to prevent service disruptions to the accessible parts of our public spaces.

Procedure for feedback:

To provide feedback, including questions, concerns or complaints, please direct your comments in writing, via email or telephone to:

Feedback for PPI:

AODA
Human Resources
PPI Management Inc.
2235 Sheppard Avenue, East
Suite 1200
Toronto, ON M2J 5B5

Telephone: 888-887-3892

Email: [Link](#)

PPI will provide or arrange for accessible formats and communication support, on request. As-part of the feedback process, we will review any complaints related to accessible customer service or this policy in a thorough and timely manner.

This policy and any related documents are available upon request and can also be provided in a format that takes into account a person's disability and accessibility needs.

All policies will be reviewed to ensure they are written to reflect PPI's commitment to meeting its obligations under the AODA.