

## Integrated Accessibility Standards Policy

### Introduction

In 2005, the Ontario Government passed the *Accessibility for Ontarians with Disabilities Act, 2005* (the “AODA”) which aims to make Ontario accessible by 2025. To help public, private and not-for-profit organizations identify, prevent and remove barriers to accessibility, the AODA sets out specific accessibility standards in five areas; Customer Service, Information and Communications, Employment, Transportation, and the Built Environment.

In accordance with the *Integrated Accessibility Standards Regulation*, O. Reg. 191/11 (the “Regulation”) under the AODA, FinancialForce.com Canada, Inc. (“**FinancialForce**”) has developed this policy outlines the company’s strategy to prevent and remove barriers and meet its requirements under the Regulation.

This policy will be posted on FinancialForce’s website and will be made available in an accessible format, upon request. This policy should be read in conjunction with FinancialForce’s Accessible Customer Service Policy.

### Definition of Terms

**AODA** – *Accessibility for Ontarians with Disabilities Act, 2005*

**Barrier** – As defined by the AODA, means something that prevents a person with a disability from fully participating in all aspects of society because of his or her disability. This includes a physical barrier, an architectural barrier, information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

**Disability** – As defined by the AODA and the Ontario *Human Rights Code*, means:

- i. any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness,
- ii. a condition of mental impairment or a developmental disability,
- iii. a learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- iv. a mental disorder, or
- v. an injury or disability for which benefits were claims or received under the Ontario *Workplace Safety and Insurance Act, 1997*.

**Employee** – Refers to all FinancialForce employees located in the province of Ontario (including full-time, temporary, casual and summer).

**Personnel** – Refers to all Employees and contractors.

**Regulation** – Refers to the *Integrated Accessibility Standards* enacted under the AODA

## **Policy Statements**

FinancialForce is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by identifying, removing and preventing barriers to accessibility and meeting accessibility standards in accordance with the AODA.

This policy will be implemented in Ontario in accordance with the time frames established by the Regulation.

## **GENERAL STANDARDS**

### **Training Personnel and Other Persons**

By January 2016, FinancialForce will ensure that training is provided on the requirements of the accessibility standards referred to in the Regulation and in the *Human Rights Code* as it pertains to those with disabilities to:

- all its Personnel;
- all people who participate in developing FinancialForce's policies that apply in Ontario; and
- all other people who provide goods, services or facilities on behalf of FinancialForce.

The training will be appropriate to the duties of the Personnel and such other people.

Personnel and such other individuals will be trained when changes are made to FinancialForce's Accessibility Standards Policy. New Personnel will be trained as soon as practicable.

## **INFORMATION AND COMMUNICATIONS STANDARDS**

### **Feedback**

By January 2016, FinancialForce will 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. FinancialForce will notify the public about the availability of accessible formats and communications supports.

### **Accessible Formats and Communication Supports**

By January 2017, upon request, FinancialForce will provide, or will arrange for the provision of, accessible formats and communication supports for members of the public with disabilities. FinancialForce will do so in a timely manner that takes into account the person's accessibility needs due to disability and at a cost that is no more than the regular cost charged to other people.

FinancialForce will consult with the person making the request in determining the suitability of an accessible format or communication support.

FinancialForce will also notify the public about the availability of accessible formats and communication supports.

## **EMPLOYMENT STANDARDS**

### **Workplace Emergency Response Information**

FinancialForce provides individualized workplace emergency response information to Employees who have a disability, if the disability is such that the individualized information is necessary, and if FinancialForce is aware of the need for accommodation due to the Employee's disability. FinancialForce will provide this information as soon as practicable after becoming aware of the need for accommodation.

Where the Employee requires assistance, FinancialForce will, with the consent of the Employee, provide workplace emergency response information to the person designated by FinancialForce to provide assistance to the Employee.

FinancialForce will review the individualized workplace emergency response information when the Employee moves to a different location in the Company, when the Employee's overall accommodation needs are reviewed and when FinancialForce reviews its general emergency response practices.

### **Recruitment**

Commencing January 2017, FinancialForce will notify its Employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process.

### **Recruitment, Assessment or Selection Process**

By January 2017, FinancialForce 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, FinancialForce will consult with the applicant and provide, or arrange for the provision of, a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.

### **Notice to Successful Applicants**

By January 2017, when making offers of employment, FinancialForce will notify the successful applicant of its policies for accommodating Employees with disabilities.

### **Informing Employees of Supports**

By January 2017, FinancialForce will inform Employees of its policies (and any changes to those policies) used to support Employees with disabilities, including but not limited to policies on the provision of job accommodations that take into account an Employee's accessibility needs due to disability. This information will be provided to new Employees as soon as practicable after commencing employment.

### **Accessible Formats and Communication Supports for Employees**

By January 2017, upon the request of an Employee with a disability, FinancialForce 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 the Employee's job, and information that is generally available to other Employees.

In determining the suitability of an accessible format or communication support, FinancialForce will consult with the Employee making the request.

### **Employment Supports**

Effective no later than January 2017, FinancialForce will take the accessibility needs of Employees with disabilities into account during performance management, career development and advancement.

### **Questions**

If you have any questions or concerns about this policy please contact Human Resources Department at [EmployeeSuccess@financialforce.com](mailto:EmployeeSuccess@financialforce.com).