Accessibility for Ontarians with Disabilities Act ["AODA"]

Statement of Commitment
PPF is committed to accessibility and AODA compliance

General
This policy applies to all employees, including management, and any third parties engaged to provide services on behalf of PPF.

Serving the Public
When PPF provides services to the public, it does so in a manner that complies with the AODA.

Information and Communications
Upon request, PPF will provide information and communications materials in accessible formats or with communications supports. This includes publicly available information about PPF goods, services and facilities as well as publicly available emergency information. PPF will consult with people with disabilities to determine their information and communication needs.

Assistive devices, service animals and support persons
Persons with disabilities are welcome to use their own personal assistive devices in order to access or use facilities.

Persons with disabilities who are accompanied by a service animal or support person are welcome in all parts of PPF's facilities which are open to the public. In the event that such supports are excluded by law, PPF will provide alternative ways to access services.

Notice of service disruption
In the event of any temporary disruptions to accessible facilities or services, PPF will provide notice of such disruptions and alternate means to access services.

Training
PPF will provide training to employees who interact with members of the public or third parties who have a disability. Such training will contain information regarding the *AODA*, the *Human Rights Code*, the customer service standard, and how to interact and communicate with persons with disabilities.

Feedback
PPF welcomes feedback regarding its obligations under the *AODA*. This feedback can be made in person, over the phone, by email or by email to info@ppforum.ca.

I. Accommodation Policy

Statement of Commitment
PPF is committed to providing an inclusive environment in which all applicants and employees are treated equally and respectful in their employment as required by the Ontario *Human Rights Code* ("*Code*") with respect to *Code*-protected grounds ("Protected Grounds").

Definitions
"Accommodation" is an individualized process by which PPF strives to remove barriers in the workplace which, due a Protected Ground, prevent the Employee from participating equally in employment.

"Protected Grounds" are grounds provided for in the *Code* for which discrimination in employment is forbidden: age, race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, gender identity, gender expression, sexual orientation, marital status, family status and disability.

"Undue Hardship" means the threshold at which providing accommodation is outweighed by financial and institutional costs, the impact on other employees, the health and safety impact of providing such accommodation, and other relevant factors. This threshold must be assessed on a case-by-case basis.

Application

Recruitment and Hiring
PPF accommodates Protected Grounds, including disabilities, during both the recruitment and assessment processes and makes applicants aware of its commitments in this regard. At the time of offering employment, PPF advises employees of its processes and policies in place to accommodate persons with disabilities.

Performance Management, Career Development and Redeployment
PPF takes into account Code-related accessibility needs of employees during the performance management, career development, return to work, and redeployment processes.

Emergency Information
PPF will provide customized emergency information to employees who have a disability, if the disability is such that the individualized information is necessary and if PPF has been made aware of the need to this accommodation. Other steps may be appropriate, such as (with the consent of the employee), providing the emergency information to another person to provide assistance to the employee in the event of an emergency.

Accommodation Procedure
Employees are expected to make PPF aware of their need for accommodation and are to make accommodation requests in writing to their manager. The request should indicate:

The *Code* ground upon which the accommodation is requested;

a) The reason the accommodation is required, including enough information to confirm the existence of and link between the ground and the accommodation request;
b) Supporting documentation regarding the request, for instance, information regarding functional limitations (in the case of disability) or information regarding religious needs (in the case of a request regarding religious requirements); and,
c) The specific needs related to the *Code* ground, including proposed accommodations.

PPF may require additional information to process the request, determine whether accommodation is possible, and thereafter to implement and/or monitor any accommodation (including information regarding limitations, capabilities, and prognosis). It is the employee's obligation to cooperate and provide further information when required and/or when the employee's needs change.

When accommodation is requested based upon disability, PPF will require information from a qualified medical practitioner describing the functional limitation, abilities and restrictions.

PPF will make every reasonable effort, up to undue hardship, to provide an accommodation which allows the employee to perform their duties. The selected accommodation(s) shall be recorded in a written accommodation plan, which will be reviewed periodically. While the accommodation process is collaborative, PPF will ultimately decide whether and how an accommodation will be implemented.

The employee is expected to cooperate in the process and to accept a reasonable offer of accommodation which meets their needs, even if the offer is not the employee's preferred option.

Information regarding the employee's request, information, and accommodation will be as far as possible maintained in a confidential manner and will be shared only with persons who require the information.