

## The Accessibility for Ontarians with Disabilities Act Multi-Year Plan

### Introduction

The Accessibility for Ontarians with Disabilities Act, 2005, (“**AODA**”) was passed in June 2005, with the purpose of developing, implementing and enforcing accessibility standards for Ontarians. The goal of the AODA is for Ontario to be fully accessible by January 1, 2025, by implementing a series of accessibility standards. These standards focus on identifying, removing and preventing barriers for persons with disabilities.

Under the AODA and applicable regulations, the following standards are applicable to PointClickCare:

- Customer Service
- General Requirements
- Information and Communication
- Employment

### Statement of Commitment

PointClickCare is committed to maintaining an accessible environment in Ontario for persons with disabilities. We will use reasonable efforts to ensure that our policies, practices and procedures governing the provision of our services to persons with disabilities in Ontario are consistent with the following principles:

- Services are provided in a way that respects the dignity and independence of persons with disabilities;
- Persons with disabilities are able to benefit from the same services, in the same place, and in a similar way as other staff or visitors; and
- Persons with disabilities have opportunities equal to others to obtain, use and benefit from PointClickCare’s goods or services, including employment opportunities.

To facilitate this commitment, PointClickCare has established, maintained and documented an Accessibility Policy and this AODA Multi-Year Plan (the “**Accessibility Plan**”), that is reviewed and updated at least once every five years to identify progress made in addressing barriers and will be posted on the PointClickCare website and intranet.

This Accessibility Plan outlines the policies, achievements and actions that PointClickCare has taken and the work underway to improve opportunities for Ontarians with disabilities. The current Accessibility Plan covers a five-year period (2020-2025).

### Feedback Process

PointClickCare welcomes and appreciates receiving and responding to feedback regarding this Accessibility Plan. We will receive and respond to feedback in a format accessible to you, by providing or arranging for the provision of accessible formats and communication supports upon request.

Customers who wish to provide feedback on how PointClickCare provides services to Ontarians with disabilities can provide feedback in the following way(s).

- Email us at [legal@pointclickcare.com](mailto:legal@pointclickcare.com)
- Call us at +1 905 858-8885

### Notice of Availability

Documents appearing on the PointClickCare website can be made accessible upon request. Once a request is received, PointClickCare will work with the individual to identify options for provision of the document or the information contained in the document and provide the information in a timely manner. PointClickCare will endeavor to provide a format that takes the person's disability into account.

Please contact us at:

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<b>CUSTOMER SERVICE STANDARD</b>			
<b>Regulatory Requirement</b>	<b>PointClickCare Notes</b>	<b>Status</b>	<b>Date Completed</b>
Establish policies, practices and procedures on providing goods and/or services to people with disabilities	<ul style="list-style-type: none"> <li>Refer to section 4.1 of the Accessibility Policy</li> </ul>	Complete	Sept 2018
Ensure policies are consistent with core principles of independence, dignity, integration and equality of opportunity	<ul style="list-style-type: none"> <li>Statement of Commitment within Accessibility Policy is consistent with the core principles</li> </ul>	Complete	Sept 2018
Set a policy on allowing people to use their own assistive devices to access our goods and/or services	<ul style="list-style-type: none"> <li>Refer to section 4.1 of the Accessibility Policy</li> </ul>	Complete	Sept 2018
Policy on communicating with persons with disabilities in a manner that takes into account their disability	<ul style="list-style-type: none"> <li>Refer to section 4.1 of the Accessibility Policy</li> </ul>	Complete	Sept 2018
Policy and procedure on allowing persons with disabilities to be accompanied by their service animal <ul style="list-style-type: none"> <li>In those areas of premises PointClickCare operates that are open to the public</li> <li>Unless the animal is excluded by another law</li> <li>If animal cannot access parts of our premises, use other measures to provide services to the person with the disability</li> </ul>	<ul style="list-style-type: none"> <li>Refer to section 4.3 of the Accessibility Policy</li> </ul>	Complete	Sept 2018
Policy and procedure on permitting persons with disabilities to use a Support Person	<ul style="list-style-type: none"> <li>Refer to section 4.2 of the Accessibility Policy</li> </ul>	Complete	Sept 2018
Policy and procedure on temporary disruptions	<ul style="list-style-type: none"> <li>Refer to section 4.4 of the Accessibility Policy</li> </ul>	Complete	Sept 2018
Train team members and third parties who act on our behalf about the customer service standard	<ul style="list-style-type: none"> <li>AODA training is administered to all new hire employees and relevant third parties in accordance with section 4.6 of the Accessibility Policy</li> </ul>	Complete	Sept 2018
Establish a process for receiving and responding to feedback on how we provide goods and/or services to people with disabilities, and how we respond to complaints	<ul style="list-style-type: none"> <li>Refer to section 4.8 of the Accessibility Policy</li> </ul>	Complete	Sept 2018

<b>GENERAL REQUIREMENTS</b>			
<b>Regulatory Requirement</b>	<b>PointClickCare Notes</b>	<b>Status</b>	<b>Date Completed</b>
<p><b>Develop accessibility policies</b></p> <ul style="list-style-type: none"> <li>Develop, implement and maintain policies about what your organization will do to meet the Integrated Accessibility Standards Regulation (IASR) requirements and become more accessible</li> <li>Statement of commitment</li> <li>Make policies available to the public</li> </ul>	<ul style="list-style-type: none"> <li>The Accessibility Policy (which includes the Statement of Commitment) and Accessibility Plan will be made available on the PointClickCare website</li> </ul>	Complete	May 2018 (Developed)  June 2021 (Published)
<p><b>Develop a multi-year accessibility plan</b></p> <ul style="list-style-type: none"> <li>Establish, implement, maintain and document a multi-year accessibility plan</li> <li>Post multi-year accessibility plan on website and provide in an accessible format, upon request</li> </ul>	<ul style="list-style-type: none"> <li>This Accessibility Plan will be made available on the PointClickCare website</li> </ul>	Complete	Nov 2020 (Developed)  June 2021 (Published)
<p><b>Self-service kiosks</b></p> <ul style="list-style-type: none"> <li>Incorporate accessibility features when designing, procuring or acquiring self-service kiosks.</li> <li>Large organizations and small organizations shall have regard to the accessibility for persons with disability when designing, procuring or acquiring self-service kiosks.</li> </ul>	<ul style="list-style-type: none"> <li>PointClickCare does not currently have public self-service kiosks that allows users to access PointClickCare products or services.</li> </ul>	N/A	N/A
<p><b>Training</b></p> <ul style="list-style-type: none"> <li>Ensure that training on the IASR and the Ontario Human Rights Code as it pertains to persons with disabilities is provided to team members, third parties acting on behalf of PointClickCare; and persons who participate in developing our policies and others who provide goods, services or facilities on behalf of PointClickCare.</li> </ul>	<ul style="list-style-type: none"> <li>AODA training is administered to all new hire employees and relevant third parties in accordance with section 4.6 of the Accessibility Policy</li> </ul>	Complete	Sept 2018

<b>INFORMATION AND COMMUNICATION STANDARD</b>			
<b>Regulatory Requirement</b>	<b>PointClickCare Notes</b>	<b>Status</b>	<b>Date Completed</b>
<p><b>Accessible websites and web content</b></p> <ul style="list-style-type: none"> <li>Websites and web content to conform to WCAG 2.0 Level A and AA if/when our website undergoes a significant refresh or web content changes.</li> </ul>	<ul style="list-style-type: none"> <li>Applicable PointClickCare websites and web content is WCAG 2.0 Level A compliant.</li> </ul>	Complete	Dec 2020
<p><b>Feedback processes</b></p> <ul style="list-style-type: none"> <li>Ensure that processes for receiving and responding to feedback are accessible to persons with disabilities by providing/arranging for accessible formats and communication supports, upon request</li> <li>Notify the public about the availability of accessible formats and communication supports</li> </ul>	<ul style="list-style-type: none"> <li>Refer to section 4.8 of the Accessibility Policy</li> <li>PointClickCare website incorporates an online feedback process for the public.</li> </ul>	Complete	June 2021
<p><b>Accessible formats and communication supports</b></p> <ul style="list-style-type: none"> <li>Upon request, provide for provision of accessible formats and communication supports for persons with disabilities</li> <li>Notify the public about the availability of accessible formats and communication supports</li> </ul>	<ul style="list-style-type: none"> <li>PointClickCare has notified the public about the availability of accessible formats and communication supports on its website</li> <li>We will provide accessible formats and communication supports, upon request, in a timely manner</li> </ul>	Complete	June 2021

<b>EMPLOYMENT STANDARDS</b>			
<b>Regulatory Requirement</b>	<b>PointClickCare Notes</b>	<b>Status</b>	<b>Date Completed</b>
<b>Recruitment</b> <ul style="list-style-type: none"> <li>Notify team members and the public about the availability of accommodation for applicants with disabilities in the recruitment process</li> </ul>	<ul style="list-style-type: none"> <li>Job posting templates include an accessibility statement, including availability of accommodation for applicants with disabilities</li> <li>Applicants applying online are given the opportunity to self-identify as a person with disability as part of the recruitment process</li> <li>PointClickCare notifies its relevant team members and the public (including all job applicants) that accommodations are available upon request</li> </ul>	Complete	April 2021
<b>Recruitment, assessment, or selection process</b> <ul style="list-style-type: none"> <li>Notify job applicants when they are individually selected to participate in an assessment/selection process that accommodations are available upon request in relation to the materials or processes used during the recruitment process.</li> </ul>	<ul style="list-style-type: none"> <li>PointClickCare notifies job applicants who are invited to participate in the selection process for a job that accommodations are available upon request</li> </ul>	Complete	April 2021
<b>Notice to successful applicants</b> <ul style="list-style-type: none"> <li>When making an offer of employment, notify successful applicants of policies for accommodating team members with disabilities</li> </ul>	<ul style="list-style-type: none"> <li>PointClickCare notifies successful applicants of PointClickCare's Accessibility Policy to accommodate employees with disabilities</li> </ul>	Complete	June 2021
<b>Informing team members of support</b> <ul style="list-style-type: none"> <li>Inform team members of policies used to support team members with disabilities (e.g., provision of job accommodations that take into account team member's accessibility needs) as soon as practicable</li> <li>Information shall be provided to new team members as soon as practicable after they begin their employment</li> <li>Employers shall provide updated information whenever there is a change to existing policies on the provision of job accommodation that take into account a</li> </ul>	<ul style="list-style-type: none"> <li>PointClickCare regularly informs team members of policies, procedures and processes used to support team members with disabilities</li> <li>PointClickCare shall provide all new team members of information regarding accommodation as the new team member begins employment (during the orientation training)</li> <li>All team members are provided updated information whenever</li> </ul>	In Progress	N/A  (Estimated Dec 2021)

team member's accessibility needs due to disability	there is a change to the existing Accessibility Policy		
<p><b>Accessible formats and communication supports for team members</b></p> <ul style="list-style-type: none"> <li>When requested by a team member with a disability, employers shall provide or arrange for the provision of accessible formats and communication supports for information needed to perform the team member's job, and information generally available to team members in workplace</li> </ul>	<ul style="list-style-type: none"> <li>PointClickCare has accommodated any team member who has notified us of a disability. We will continue to provide accessible formats and communication supports in a timely manner to requested team members</li> </ul>	Complete	Sept 2018
<p><b>Workplace emergency response information</b></p> <ul style="list-style-type: none"> <li>Provide individualized workplace emergency response information to team members who have a disability as required</li> <li>If a team member requires assistance, with their consent, provide the response information to a person who will provide that assistance</li> <li>Provide the information as soon as practicable upon finding out about the accommodation requirement</li> <li>The emergency response information will be reviewed:                             <ol style="list-style-type: none"> <li>When the team member transfers</li> <li>When their needs or plans are reviewed</li> <li>When all emergency response policies are reviewed</li> </ol> </li> </ul>	<ul style="list-style-type: none"> <li>PointClickCare's Emergency Response (Evacuation) Procedures take into consideration the needs of team members with accessibility issues (Refer to "Persons Requiring Assistance" section of the Emergency Response Plan).</li> <li>Upon request or when it is determined that team members require accommodation, we will provide individualized emergency response information</li> <li>Property Manager regularly receives a list of team members requiring assistance (monthly basis)</li> <li>PointClickCare regularly requests team members to identify whether they will require accommodation (quarterly basis)</li> </ul>	Complete	May 2017
<p><b>Documented individual accommodation plans</b></p> <ul style="list-style-type: none"> <li>Develop and have in place a written process for the development of documented individual accommodation plans for team members with disabilities</li> </ul>	<ul style="list-style-type: none"> <li>PointClickCare's Accessibility Policy includes the Individual Accommodation Plan Template for individuals requiring accommodation (Appendix A of the Policy)</li> </ul>	Complete	June 2021
<p><b>Return to work process</b></p> <ul style="list-style-type: none"> <li>Develop and have in place a return to work process for team members who have been absent from work due to a disability and</li> </ul>	<ul style="list-style-type: none"> <li>PointClickCare has a process for individuals returning to work due to a disability. Individual accommodation plans are</li> </ul>	Complete	TBD 1995

<p>require disability related accommodations to return to work</p>	<p>provided by a third-party benefits provider.</p>		
<p><b>Performance management, career development and redeployment</b></p> <ul style="list-style-type: none"> <li>Take into account accessibility needs of team members with disabilities and individual accommodation plans as part of performance management processes, when providing career development opportunities and considering redeployment</li> </ul>	<ul style="list-style-type: none"> <li>Accessibility needs are incorporated in the performance review process. All People Leaders are educated on taking into account the accessibility needs of individuals with disabilities.</li> </ul>	<p>Complete</p>	<p>June 2021</p>